BT

BT In Touch 2000 package

User guide for the BT In Touch 2000 User Phone, BT In Touch Pendant and BT In Touch 2000c Carer Phone

Please note

- **Please staple your receipt to this page to ensure you are able to show proof and date of purchase.**

- **Please record the product serial number below (the serial number can be found on the side of the packaging).**

  ┌─────────────────────────────────────┐
  │   │
  └─────────────────────────────────────┘

- **Please keep this user guide in a safe place.**

* FOR USE WITH A CALLER DISPLAY NETWORK SERVICE

A Caller Display network service has to be set up by BT or your network service provider and you need to be connected to a digital exchange.

Contents

BT In Touch

Welcome to the BT In Touch 2000 package

Many people welcome the peace of mind of knowing that they and their loved ones are safe and cared for. This gives them the confidence to live their lives to the full.

If you, a friend, or a family member need a little extra support - maybe because of age, disability, illness or living alone, then the new BT In Touch 2000 package may give you the extra peace of mind you need.

With all the benefits of a modern phone, BT In Touch also has a very special function - it acts as an emergency communicator if the user needs urgent help. At the touch of a button, the user is automatically put in touch with the selected people who are caring for them. The Carer(s) are then sure that if help is needed, they will be contacted - even if the user cannot get to the phone.

Your BT In Touch 2000 package can be tailored to meet your specific needs. You can choose the level of support you would like, and you can alter BT In Touch to suit your changing needs.

This user guide:

- tells you how to set up and test your BT In Touch 2000 package;

- provides detailed descriptions of how your BT In Touch 2000 package works in everyday use and in an emergency;

- explains alternative Carer options and how to set them up.

How the BT In Touch 2000 package works

The BT In Touch 2000 package comprises 2 BT In Touch phones and a BT In Touch Pendant.

The User (that is, the person who may require assistance) **will use the BT In Touch 2000 User Phone and the BT In Touch Pendant**; **the Carer** (that is, the person to be contacted in the event of an emergency) **will use the BT In Touch 2000c Carer Phone**.

BT In Touch Pendant & BT In Touch 2000 User Phone

CONTACTS

BT In Touch 2000c Carer Phone
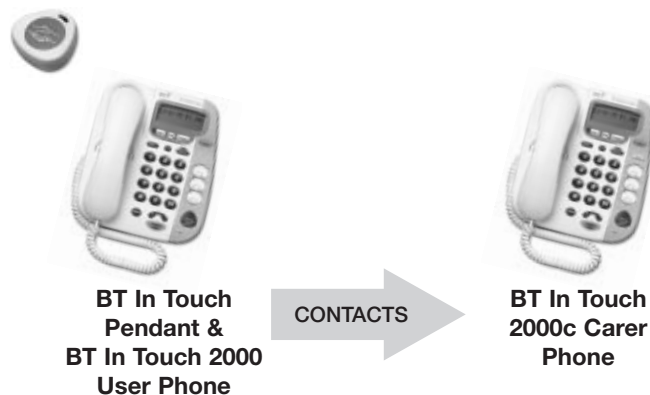
Emergency contact numbers
The BT In Touch 2000 User Phone should be programmed with up to 3 emergency contact numbers. These numbers can be:

• 3 different numbers for the same Carer, such as home, work and mobile.
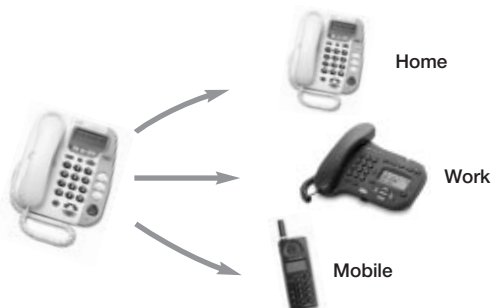
Or

• 3 different numbers for 3 different Carers, such as son, brother and neighbour.

Home

Work

Mobile

Carer 1

Carer 2

Carer 3

Basic emergency sequence

BT In Touch
Pendant

BT In Touch 2000
User Phone

BT In Touch Pendant button or Emergency button on the BT In Touch 2000 User Phone is pressed

The Emergency button begins to flash and beep and the User hears the message "Don't worry, we are trying to contact help."

First emergency number is called

BT In Touch 2000c
Carer Phone

The emergency light on the BT In Touch 2000c Carer Phone begins to flash and beep and the Carer hears the message "Emergency call. Emergency call. Please enter the 3 digit code."

The Carer must enter the 555 emergency code to speak to the User and stop the emergency sequence

Carer and User speak 'handsfree' via the loudspeaker.

The Carer can clear the call and make an emergency call or further call, such as 999, at any time - even if the User has not ended the call.

Press **7** To amplify the Users voice via the loudspeaker

Press **9** To mute the User's voice and amplify the Carer's voice, if background noise is interfering with the call.

7

Using the Emergency button

In the event of an emergency the User simply presses the **Emergency** button on the BT In Touch 2000 User Phone or BT In Touch Pendant. This starts the emergency sequence, confirmed by a flashing orange light on the BT In Touch 2000 User Phone and a series of beeps. The BT In Touch 2000 User Phone then dials the first of the allocated emergency contact numbers.

It will continue to call all 3 numbers in turn until the 'call for help' is answered and the 3-digit code entered.

If the Carer's number is engaged

If the Carer's number is engaged, or the call is taken by an answering machine, fax or someone who does not know the 3-digit code, the BT In Touch 2000 User Phone will continue to call the next emergency number.

Carer receives the call

If the Carer is using the BT In Touch 2000c Carer Phone and has subscribed to a Caller Display network service, then they will be able to distinguish between calls coming in from the User and calls coming from other numbers, by the flashing emergency light and beeping.

> **IMPORTANT**
>
> **To benefit from all features of BT In Touch, the Carer must subscribe to a Caller Display network service.**

The Carer also has the option to divert their calls to another number, for instance to a mobile phone. This means that even if they are not at home when an emergency call comes in, they will still be able to receive it. (To use this facility, subscription to a Call Diversion service is required.)

Once the emergency call has been answered, the Carer will hear *'Emergency call, emergency call, please enter the 3-digit code'*. (If they wish, the User can include an extra personal announcement.) The emergency sequence will only stop when the Carer who has answered the call enters the 3-digit security code (**555**) or the User presses and *holds down* the **Cancel** button on their BT In Touch 2000 User Phone.

The BT In Touch 2000 User Phone will then stop trying to call any of the other emergency numbers.

Carer speaks to the User

The Carer can now speak to the User. Because the User's phone is in 'handsfree', there is no need for the User to pick up the handset as long as they are within hearing distance of their BT In Touch 2000 User Phone.

Easier to hear the call when in 'handsfree'

When in 'handsfree', BT In Touch phones have an enhanced quality voice channel. This means that both parties can speak and be heard at the same time (see pages 35 and 60).

During the emergency call, if there is a lot of background noise at the BT In Touch 2000 User Phone, the Carer can press the **9** button. This mutes the User's voice so that only the Carer can be heard. The Carer can then calm the situation without any interference.

Amplifying the User's voice
If the Carer is having difficulty in hearing the User, for example, if the User is some distance from their BT In Touch 2000 User Phone, the Carer may wish to amplify the User's voice. This can be done by pressing the **7** button. The Carer can then hear the User more clearly, but the User will be unable to hear the Carer.

What to do next
Having assessed the situation, the Carer can decide on the best thing to do. If the Carer wishes to make another call immediately - for instance to the emergency services or a doctor - the special features of the BT In Touch 2000c Carer Phone allow them to do so, even if the User has not replaced their handset.

The Carer can also remotely clear the BT In Touch 2000 User Phone and return it to an 'idle' state allowing the User to make further calls, by pressing **6 ✶ ✶**.

Arrangement of support for the User
Up to 3 BT In Touch 2000c Carer Phones can be used to support one BT In Touch 2000 User Phone, and up to 3 BT In Touch 2000 User Phones can be supported by one BT In Touch 2000c Carer Phone. Also, up to 2 BT In Touch Pendants can be used with each BT In Touch 2000 User Phone.

Whichever Carer responds to the emergency call, the emergency code (**5 5 5**) will always remain the same.

If you would like to purchase additional BT In Touch Pendants, BT In Touch 2000 User Phones or BT In Touch 2000c Carer Phones, please call **Free*fone* *0800* 800 150**.
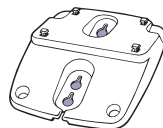
Unpacking

When unpacking you should have:

**BT In Touch 2000
User Phone**

1 base stand for
wall-mounting or
raised mounting

Wall plugs and screws

1 mains adaptor

6 x AA
batteries

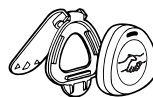**One BT In Touch Pendant with
3 detachable mounts (to be
used in conjunction with the
BT In Touch 2000 User Phone)**

BT In Touch Pendant includes batteries
and is sealed.

Detachable mounts shown with BT In Touch Pendant

Belt clip   Necklace   Wrist strap

**BT In Touch 2000c
Carer Phone**

1 base stand for
wall mounting or
raised mounting
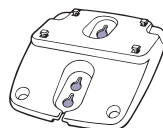
Wall plugs and screws

1 mains adaptor

6 x AA
batteries

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1. **User guide**

2. **What to do, stated on an
   emergency memo card
   (for Carers)**

3. **Caller Display
   warning label**

4. **There may be some other
   literature enclosed for your
   information.**

In the unlikely event that anything is missing, please contact your place of purchase immediately.

Safety instructions

Use the power adaptor and the batteries supplied. Spare batteries and power adaptors are available from BT Shops. The power adaptor item code is: 870629.

We advise against placing these products on antique, veneered or wooden surfaces as damage may occur.

Do not use the BT In Touch phones in damp, humid conditions such as bathrooms. You can wear the BT In Touch Pendant in humid conditions, including in the bath or shower, as the BT In Touch Pendant is waterproof.

Do not expose the phone or related equipment to fire or water. Do not expose the BT In Touch Pendant to fire.
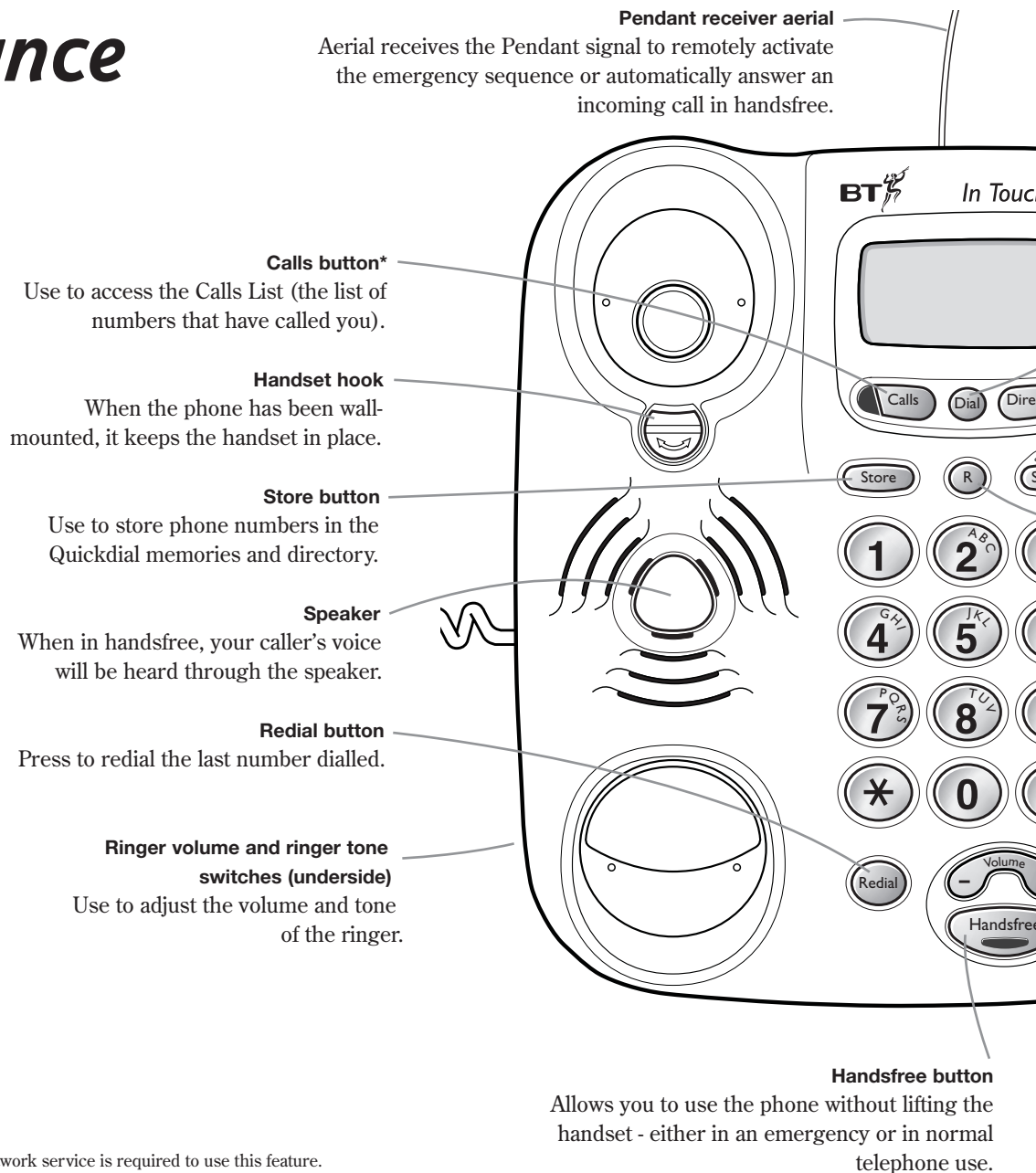
Do not use the BT In Touch phones or BT In Touch Pendant in places where there are explosive hazards.

BT In Touch 2000 User Phone and In Touch Pendant

At a glance

Pendant receiver aerial
Aerial receives the Pendant signal to remotely activate the emergency sequence or automatically answer an incoming call in handsfree.

BT *In Touc*

Calls button*
Use to access the Calls List (the list of numbers that have called you).

Handset hook
When the phone has been wall-mounted, it keeps the handset in place.

Store button
Use to store phone numbers in the Quickdial memories and directory.

Speaker
When in handsfree, your caller's voice will be heard through the speaker.

Redial button
Press to redial the last number dialled.

Ringer volume and ringer tone switches (underside)
Use to adjust the volume and tone of the ringer.

Handsfree button
Allows you to use the phone without lifting the handset - either in an emergency or in normal telephone use.

* Subscription to a Caller Display network service is required to use this feature.

Handset park (for wall-mount use only)
When you leave the phone during a conversation, you can place the handset on here.

Display
Displays time and date, call information and User prompts.

Dial button
Press to dial a number shown in the display.

Directory button
Use to access numbers stored in the directory.

Cancel button
Cancels the emergency sequence. Also used to delete entries in the Directory and Calls List.

Secrecy button
Held down, this button allows you to speak to someone in the same room without the person on the other end of the line hearing your conversation.

Recall button
Use with some Select Services and for transferring calls on certain switchboards.

Announce button (under Quickdial memory label)
Use to listen to the emergency message and to record your own personal message (via the handset).

3 Carer Quickdial memories
For your Carer contact numbers. When given emergency status, these numbers are dialled automatically when the Emergency button is pressed. Or, you can use them simply as Quickdial buttons in a non-emergency call.

Setup button (under Quickdial memory label)
To check and change optional features on your phone.

Emergency button
Press in an emergency to start the emergency sequence.

Microphone
Use in 'handsfree' conversation.

Volume button
Use to adjust the handsfree (loudspeaker) volume. Also use it to move the cursor left and right when editing names and numbers.

Quickdial memory label
For keeping a record of your emergency contact numbers.

Setting up your BT In Touch 2000 User Phone

Please follow all the steps in the order shown.

Important

The BT In Touch 2000 package is only completely operational once both phones, the BT In Touch Pendant and certain network services have been successfully installed and the whole system has been tested. We recommend that you install the BT In Touch 2000 User Phone and BT In Touch Pendant first, and then install the BT In Touch 2000c Carer Phone (having subscribed to a Caller Display network service). You should then test the complete system (once all emergency numbers have been allocated - see 'Giving emergency status to numbers' on page 22).

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❶ Plan where you will put your BT In Touch 2000 User Phone

Ideally you should site the BT In Touch 2000 User Phone in the room where the User will spend most of their time. This will ensure they can hear the voice announcements, either during normal use or in an emergency, and especially when operating in 'handsfree'. The phone should be within 2 metres of a phone socket.

Warning

Your BT In Touch is only designed to operate in a normal domestic environment, with the exception of the BT In Touch Pendant which is waterproof.

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❷ Install (or replace) the batteries

You must fit the batteries supplied before you attach the base stand for either raised or wall-mounted positions.
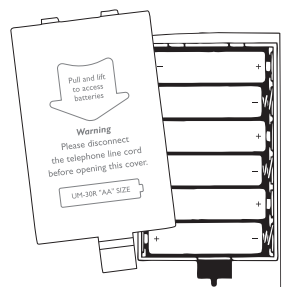
Warning

Before installing (or replacing) the batteries, the phone must be disconnected from the phone line and the mains power.
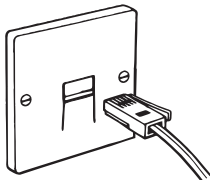

Open the battery cover on the underside of your BT In Touch 2000 User Phone. Insert the 6 x AA Alkaline batteries.

IMPORTANT

The batteries act as a stand-by power source in the event of the mains power being disconnected. If at any time you find that the battery power has been used, you should immediately replace all existing batteries with new batteries. This will ensure that your phone has the maximum stand-by power time.
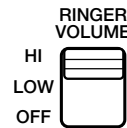
The batteries taken from your BT In Touch Phone can then be used for any other electrical appliance requiring battery power.

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❸ Connect the telephone line cord

If you do not have a modern phone socket, then you can call BT on **Free*fone* 0800 800 150** and ask for a BT engineer to come and fit the correct type. This is a chargeable service.

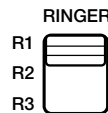## ❹ Select ringer volume

RINGER
VOLUME

HI
LOW
OFF

The ringer volume switch is on the underside of your phone.

Set the volume of the ringer to High, Low or Off.

This should be done before you attach the base stand for either raised or wall mounted positions.
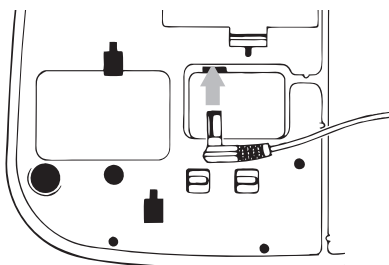
❺ Select ringer tone

RINGER

R1
R2
R3

The ringer tone switch is on the underside of your phone.

This switch allows you to select the pitch required for the ringer.

R1: for a low-pitched tone
R2: for a medium-pitched tone
R3: for a high-pitched tone

This should be done before you attach the base stand for raised or wall-mounted positions.

❻ Connect the power cable

Plug the power cable into the socket on the underside of your BT In Touch 2000 User Phone as shown. The cable needs to be pressed into its channel to keep it out of the way. The way you do this will depend on how you have positioned your phone (with or without the base stand, wall-mounted or not). See **'Desk and wall-mounted phone positions'** on page 90.

Please note
The BT In Touch 2000 User Phone has 3 voice prompts to indicate that mains power or the telephone line has been disconnected or that the battery power is low. These are:
"Telephone line disconnected" *"No mains power"* *"Please change batteries"*
You may hear these voice prompts when first setting up your phone. This is perfectly normal and shows the phone's warning alerts are working.

❼ Uncoil the pendant receiver aerial

The pendant receiver aerial which hangs from the back of your BT In Touch 2000 User Phone needs to be uncoiled.

Important
Please do not tamper with the pendant receiver aerial.

❽ Positioning your BT In Touch 2000 User Phone

Your BT In Touch 2000 User Phone can be positioned in 3 different ways:
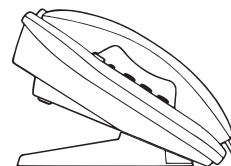
Please note
Make sure you test your phone before you finally fix it in position.

• Flat on a table or desk.

• Raised position on a table or desk using the base stand.

• Wall-mounted using the base stand.

See '*Desk and wall-mounted phone positions*' on page 90.

❾ Setting time and date (with Caller Display)

If you have already subscribed to a Caller Display network service, the time and date on the display will be set automatically when the first incoming phone call is received. For more information about BT Select Services, call BT on **Free*fone 0800* 800 150**.
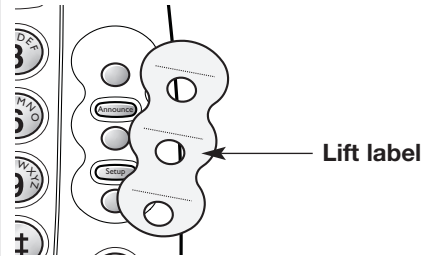
❿ Setting time and date (manually)

If you have *not* subscribed to a Caller Display service, you can set the time and date manually.

To set the time and date manually

Your BT In Touch 2000 User Phone uses the 12-hour clock.

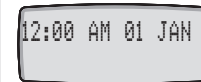Lift the label surrounding the Quickdial memory buttons to reveal the **Announce** and **Setup** buttons.

Lift label

Setup   Press the **Setup** button.

5   Enter **5** then **0** using the keypad.
0   The display shows: (the hour flashes)

12:00 AM 01 JAN

Enter the hour using the keypad.

Setup   Press the **Setup** button (minutes flash).

Enter the minutes using the keypad.

Setup   Press the **Setup** button (AM/PM flashes).

✶   Press the ✶ button to set AM.
or

Press the # button to set PM.

Setup — Press the **Setup** button (month flashes).

Volume — Press the **-/+** on the **Volume** button to select the month.

Setup — Press the **Setup** button (day flashes).

Enter the day using the keypad.

Setup — Press the **Setup** button to confirm the setting.

Warning alerts

If you hear one of the emergency warning alerts, such as *"No mains power"* ,*"Please change batteries"* or *"Telephone line disconnected"* then you must take the necessary action to rectify the problem.

If you hear "No mains power"
The back-up batteries will automatically take over for the duration of their battery life (up to 7 hours for new batteries). The mains power should be reconnected as soon as possible and the batteries replaced, if necessary.

If you hear "Please change batteries"
Replace the batteries in the BT In Touch 2000 User Phone as soon as possible. 6 x AA Alkaline batteries are required, see *'Install (or replace) the batteries'* on page 16.

If you hear "Telephone line disconnected"
Return to the BT In Touch 2000 User Phone and check whether the telephone line cord is still connected to the socket. If disconnected, then reconnect it immediately (see page 17). If the telephone line cord is still connected, then a line fault has occurred and you will need to contact your network service provider (for example, BT) as soon as possible.

Important
Before you can use your BT In Touch 2000 User Phone in an <u>emergency</u>: *You <u>must</u> follow the next two sections - 'Setting up the emergency facility on your BT In Touch 2000 User Phone', see page 21 and 'Registering your BT In Touch Pendant', see page 26 - and then test the BT In Touch 2000 package.*

Setting up the emergency facility on your BT In Touch 2000 User Phone

Entering emergency contact phone numbers

IMPORTANT

It is important that you set up your emergency Carer contact numbers correctly. To do this, first enter the phone numbers and names of the Carers into the Quickdial memories. Then separately give emergency status to each Quickdial memory.

*If a Quickdial memory has <u>not</u> been allocated emergency status, it will not be automatically dialled when you press the **Emergency** button (on the BT In Touch 2000 User Phone or Pendant).*

If none of the Quickdial memories have been allocated emergency status then the emergency feature will not work. A voice prompt is played to alert the User "Warning. No emergency numbers".

To enter your emergency phone numbers

Store   You can enter up to 3 emergency Carer contact numbers.

Press the **Store** button.
The display shows:

    12:00 AM 01 JAN
    SELECT LOCATION

'Select location' by pressing one of the Quickdial memory buttons, either **M1** or **M2** or **M3**.

The display shows (if **M2** was pressed):

    MEMORY 2

The display then shows:

    ENTER NUMBER
    THEN PRESS STORE

Enter the phone number.

21

Store

Press the **Store** button.
The display then shows:

```
ENTER NAME
THEN PRESS STORE
```

Enter a name for this phone number.
Use the keypad to type in letters by
pressing the relevant number buttons,
until the letter you want is shown.

For example, to show 'JOHN'.

5 Press the **5** button until the display
shows J.

6 Press the **6** button until O is shown.

4 Press the **4** button until H is shown.

6 Press the **6** button until N is shown.

Please note

*When storing and editing names and numbers, you
can use the -/+ on the **Volume** button to move the
cursor left and right or add a space, and the **1** button
to enter + or - in the name, for example Mum + Dad.*

Store Press **Store**. Your phone announces
"Stored" and the display shows:

```
STORED
```

✓ **The phone number is now stored.**

Store up to 3 numbers by repeating this
sequence for each of the Quickdial memory
buttons.

Important

*It is highly recommended that more than one Carer
is stored as an emergency contact number. Also,
do not store the same emergency contact number
on more than one Quickdial memory button.*

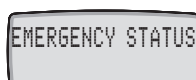## Giving emergency status to numbers

To give numbers emergency status

You must enter your emergency phone
numbers before you can give them
emergency status.

Store Press the **Store** button.
The display shows:

```
12:00 AM 01 JAN
SELECT LOCATION
```

Press the **#** button. The display shows:

```
EMERGENCY STATUS
```

ENTER MEMORIES	then	THEN PRESS STORE

Press the Quickdial memory buttons you wish to give emergency status. The display shows the memories you have selected for emergency status, for example:

ENTER MEMORIES M1 M2

Press **Store**. The emergency status is announced, e.g. *"Emergency status on"* or *"Emergency status off"*. The display shows the memories you have set with emergency status, such as:

EMERGENCY STATUS M1 M2

✓ **These Quickdial memories now have emergency status.**

Please note

You cannot allocate emergency status to a Quickdial memory without first storing a telephone number. If you try, you will hear "Error. Store number first".

To confirm and change which numbers have emergency status

Store — Press the **Store** button.
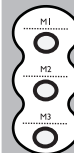
\# — Press the **#** button. The display shows, for example:

EMERGENCY STATUS M1 M2 M3	If all 3 numbers have emergency status

EMERGENCY STATUS M1 M2	If only M1 and M2 have emergency status

Press the appropriate **M1/M2/M3** memory buttons to toggle between emergency status on/off.

Store — Press the **Store** button to confirm.

Important

If you have not given emergency status to any Quickdial memories, your BT In Touch 2000 User Phone will announce "Warning no emergency numbers" at the end of the programming sequence. This message will only stop when you allocate emergency status to at least one of the Quickdial memory numbers.

Changing Quickdial memory numbers

You can only change a Quickdial memory number when the emergency status has been removed from that number. See *'To confirm and change which numbers have emergency status'* on page 23.

To change a number stored in the memory, repeat the process for storing numbers, but enter the new number (see page 21). The new number will automatically replace the old number. Then give the number emergency status if you wish it to be included in the emergency sequence (see page 22).

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999 Calls

Although the BT In Touch 2000 User phone will accept "999" as a phone number which can be allocated emergency status, it is not recommended. BT strongly recommends that the Carer first assesses the nature of the emergency call and then rings the emergency services with the relevant information. This ensures that only appropriate calls are passed on to the emergency services.

"999" is not recommended as the 999 operator can only connect you with Fire, Police or Ambulance services which may not be appropriate. However, if you do use 999 as an emergency number you should ensure you use an appropriate emergency announcement, for example:

"This is Mrs Jones, I request an ambulance to number 1 Meadowside Cottages, Ipswich".

When 999 is used, the phone will respond differently to other emergency numbers, as 999 will always be answered promptly. Your BT In Touch 2000 User phone will speak your announcement just once before allowing you to speak with the operator, if you are able to do so.

Once this call to the 999 operator has been answered, the BT In Touch 2000 User phone will NOT subsequently attempt to contact any other emergency contact telephone number.

At a glance

Small, lightweight and waterproof, the BT In Touch Pendant acts as a portable emergency button for the BT In Touch 2000 User Phone. When pressed in an emergency, the BT In Touch Pendant contacts the BT In Touch 2000 User Phone which starts dialling the stored emergency numbers.

In a non-emergency, the BT In Touch Pendant button can be pressed to answer and end an incoming call, enabling the User to hold a 'handsfree' conversation via the loudspeaker on the phone.

The BT In Touch Pendant has a battery life of about 4 years (based on 2 presses a day) and a range of up to 50 metres from the BT In Touch 2000 User Phone.

It has 3 interchangeable, detachable mountings allowing it to be worn around the neck, on a wrist strap or on a belt clip.

You can have up to 2 BT In Touch Pendants working with one BT In Touch 2000 User Phone.
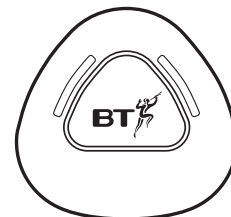
Reverse side

BT In Touch Pendant emergency button

1. When pressed, this button starts the emergency sequence.

2. Can also be used to answer an incoming call and clear it down when the call is completed.

2 detachable mountings for necklace, wrist strap or belt clip wearing

Necklace

Wrist strap

Registering your BT In Touch Pendant

Registering your BT In Touch Pendant(s)

Before using your BT In Touch Pendants for the first time, you need to register them to your BT In Touch 2000 User Phone.

When attempting to register your BT In Touch Pendant, if no emergency contact numbers have been stored with emergency status, when the Pendant button is pressed you will hear 3 beeps and the message *"Warning. No emergency number stored"*.

To register your BT In Touch Pendant(s)

Press and *hold down* the **Store** button for 5 seconds. The display shows:

LOG PENDANT

Continue *holding down* the **Store** button.

Press *and release* the **Pendant** button.

If you have a second BT In Touch Pendant, *continue holding down* the **Store** button.

Press *and release* the *second* **Pendant** button.

Now *release* the **Store** button.

You will hear a double beep, and the announcement *"Pendant logged on. Please test all Pendants."*
The display shows:

PENDANT LOGGED ON

✓ **BT In Touch Pendant registration is now complete.**

Testing the range of the BT In Touch Pendant
You need to check the performance of the BT In Touch Pendant under the conditions of your own home and garden.

The maximum range in a clear line-of-sight of the BT In Touch Pendant is 50m, but this operating range may vary depending on certain conditions. For example:

- You are too far from the phone - the maximum range in a clear line of sight, that is, with no obstructions, is 50m.

- You have another radio device or transmitter situated near your home which is interfering with your BT In Touch Pendant, such as a fire station nearby.

- Something is blocking the signal between the BT In Touch Pendant and the phone, such as, unusually thick walls, a tree or a garden shed.

Important

Whenever you change the location of the BT In Touch 2000 User Phone, you should test your the BT In Touch Pendant again, see page 72.

BT In Touch Pendants

The BT In Touch Pendant provides peace of mind wherever the User is around the home (provided they are within range of the BT In Touch 2000 User Phone).

The BT In Touch Pendant is used for 2 purposes:

- To start the emergency sequence - by sending a signal to the BT In Touch 2000 User Phone.

- To answer incoming calls and automatically put the phone in 'handsfree'.

Changing the way you wear your BT In Touch Pendant

The BT In Touch Pendant can be worn in 3 ways, depending on which is most convenient:

- Around the neck using the cord provided.

- Clipped on to a belt or other part of clothing.

To change the way you wear your BT In Touch Pendant, simply push on or pull off any of the detachable mounts:

Necklace   Wrist strap

BT In Touch Pendant life

The BT In Touch Pendant will normally work for about 5 years (based on 2 presses per day). The BT In Touch Pendant is a sealed unit which does not require maintenance. When the batteries are low and you wish to buy a replacement BT In Touch Pendant, simply ring BT on **Free*fone* 0800 800 150** or ring the product Helpline on 0845 6011 406.

The BT In Touch Pendant is also waterproof and floats on water, so you can safely wear it in the bath or shower.

Please note

*It is recommended that you replace the BT In Touch Pendant at least every 5 years. To order a replacement call BT on **Free*fone* 0800 800 150** or ring the product Helpline on 0845 6011 406.*

Using 2 BT In Touch Pendants

Your BT In Touch 2000 User Phone will support up to 2 BT In Touch Pendants. This means that 2 people in the same house can benefit from the BT In Touch 2000 package.

Using the BT In Touch Pendant to answer calls

BT In Touch Pendant in normal use

You can use the BT In Touch Pendant to answer incoming calls. When the phone rings, simply press the **Pendant** button to answer the call. This puts the phone into 'handsfree' mode. You don't need to pick up the handset, simply speak to the caller using the built-in microphone on the telephone.

When you have finished your conversation, press the **Pendant** button again to hang-up. The light on the **Handsfree** button will go out.

If, during the call, you decide to use the handset, simply pick it up and continue your conversation.

Using the BT In Touch Pendant in an emergency

To use the BT In Touch Pendant in an emergency, you simply press the **Pendant** button. The small red light will flash to confirm that the **Pendant** button has been pressed.

Your BT In Touch 2000 User Phone will dial the stored emergency contact numbers you have programmed (see page 22).

IMPORTANT

If the **Pendant** *button is pressed at the same time as a call is coming in, then your BT In Touch 2000 User Phone will assume that you want to receive the incoming call rather than start the emergency sequence.*

BT In Touch Pendant battery low warning

When the battery in your BT In Touch Pendant has about 1 month's life left, the BT In Touch Pendant will warn you by flashing 3 times every time the **Pendant** button is pressed, and the voice prompt will say *"Replace Pendant soon"*.

This gives enough time for you or your Carer to order a replacement BT In Touch Pendant by ringing BT on **Free*fone* 0800 800 150,** or the product Helpline on 0845 6011 406 and quoting Item Code 871769.

Registering a replacement BT In Touch Pendant

To register a new or replacement BT In Touch Pendant, you must follow the instructions in *"Registering your BT In Touch Pendants"*, see page 26.

Important

If you have 2 BT In Touch Pendants, you must make sure you register both Pendants.

Emergency announcements

The emergency announcement is the message which will be heard by the Carer when they answer an emergency call. The announcement tells the Carer that there is an emergency but can also convey important information about the User, for example *"I am an asthmatic and my call-out doctor's phone number is..."*.

When the User presses the **Emergency** button and the emergency sequence is started, an emergency announcement will be played to the allocated Carer emergency numbers.

The BT In Touch 2000 User Phone has a pre-programmed announcement, which is -

> *"Emergency call, Emergency call. Please enter the 3-digit code".*

To record a personal emergency announcement

Lift the label surrounding the Quickdial memory buttons to reveal the **Announce** and **Setup** buttons.

Lift the handset.

Press *and hold down* the **Announce** button.

You will hear, *"To record a new announcement, please speak now"* followed by a long beep.

You have 10 seconds to record a new announcement message.
The display shows:

```
RECORD
10 SECONDS
```

Release the **Announce** button on completion of your message.

Your BT In Touch 2000 User Phone will playback *"Your emergency*

announcement is..." and then the new personal message.

If you wish to hear the new announcement again, press and release the **Announce** button.

To check the emergency announcement

Lift the label surrounding the Quickdial memory buttons to reveal the **Announce** and **Setup** buttons.

Press *and release* the **Announce** button.

To delete your personal emergency announcement

Lift the label surrounding the Quickdial memory buttons to reveal the **Announce** and **Setup** buttons.

You can revert to the original BT pre-recorded announcement as follows:

Press the **Store** button.

Press the **Announce** button. The display shows:

```
PRESS STORE TO
RESTORE TO DEFAULT
```

Press the **Store** button.

Your BT In Touch 2000 User Phone will play back *"Your emergency announcement is..."* and then the original pre-recorded emergency announcement.

Status announcements

If your BT In Touch 2000 User Phone detects either no mains power or low batteries on the phone or the Pendant, then it will convey this information to the Carer as part of the emergency announcement, for example:

"Emergency call".
(Plus any personal emergency announcement you have recorded).

"No mains power".

"Emergency call. Please enter the 3-digit code".

The BT In Touch 2000 User Phone in an emergency

Starting an emergency call

There are two ways to start the emergency sequence on the BT In Touch 2000 User Phone - from your BT In Touch Pendant and from your BT In Touch 2000 User Phone itself.

From your BT In Touch Pendant

Press the **Pendant** button on the BT In Touch Pendant, the light will flash to confirm that the button has been pressed. The BT In Touch 2000 User Phone will beep and the orange **Emergency** button will flash, the phone will automatically switch to 'handsfree' and start the emergency sequence by dialling the first of the emergency contact numbers that you have programmed.

From your BT In Touch 2000 User Phone

Press the orange **Emergency** button on the BT In Touch 2000 User Phone. The phone will beep and the orange emergency light will flash, the phone will automatically switch to 'handsfree' and start the sequence by dialling the first of the emergency contact numbers you have programmed.

What the User will hear during an emergency call

The BT In Touch 2000 User Phone will beep to confirm that the **Emergency** button on either the BT In Touch 2000 User Phone or the BT In Touch Pendant has been pressed. It will then switch to 'handsfree'. In 'handsfree', the BT In Touch 2000 User Phone will play the emergency sequence to the User reassuring them that help is being sought.

Firstly, the User will hear the message *"Don't worry we are trying to contact help"*. They will then hear the BT In Touch 2000 User Phone phone dialling the emergency contact numbers and the emergency announcements being played (see **'Emergency announcements'**, on page 30).

When the emergency call is answered and the 3-digit code (**555**) has been entered by the Carer, both the beeps and the emergency announcements will stop and the User will be able to speak to the Carer in handsfree. The handset does not work for the Users own personal safety. This is to prevent the handset being accidentally knocked off and then both parties (Carer and User) being unable to communicate with each other.

If the emergency call is not answered by the first emergency Carer contact, then the User will hear the BT In Touch 2000 User Phone hang up and start to contact the second emergency contact number.

Cancelling an emergency call at the BT In Touch 2000 User Phone

Cancel

Press and hold down the **Cancel** button until the emergency light stops flashing and beeping. The User will hear a double beep to confirm the emergency sequence has been cancelled.

Someone else is using the telephone line in the User's home in the event of an emergency

If the User presses the **Emergency** button (phone/pendant) but another person is already using the telephone line, the BT In Touch 2000 User Phone will announce over the loudspeaker and down the telephone line *"Emergency call. Please hang up now"*.

The BT In Touch 2000 User Phone will then wait a few seconds and try to start the emergency sequence. If the person on the telephone line has failed to hang up, the BT In Touch 2000 User Phone will replay the message *"Emergency call. Please hang up now"*.

The BT In Touch 2000 User Phone will continue to do this until the telephone line is clear and the emergency sequence has begun.

The BT In Touch 2000 User Phone in normal use

Making and receiving calls

To make a call

Lift the handset and listen for a dialling tone.

Dial the number you require.

To end the call, replace the handset.

To make a non-emergency call to a Carer

Because your Carer numbers have been allocated emergency status, if you dial them in a non-emergency your BT In Touch 2000c Carer Phone will still treat the call as an emergency. To avoid this you will need to insert the prefix **141**.

Your 3 Carer numbers should be stored in the Directory as well as under the Quickdial memories with the prefix **141** inserted before the Carers telephone number. See page 38 for *'Storing names and numbers in the Directory'*.

Once this prefix has been entered, when you dial the relevant number from the Directory, the BT In Touch 2000c Carer Phone will ring as normal but the emergency light will not flash and beep as it would in an emergency. This will prevent any unnecessary alarm for the Carer.

To dial a Quickdial memory number which has not been allocated emergency status

Handsfree

M1

M2

M3

Lift the handset, or press the **Handsfree** button.

Press the required Quickdial memory button, for example **M1**, **M2** or **M3**.

The number stored on that Quickdial memory button is dialled.

To receive a call

When the phone rings, either:

Pick up the handset and speak.

Or

Press the **Handsfree** button.

Or

Press the **Pendant** button.

Using handsfree

The handsfree feature allows you to use the phone without picking up the handset, giving you more freedom while you are speaking on the phone. You can hear the caller's voice through the built-in speaker.

You can adjust the speaker volume with the handsfree speaker volume control on the front of the phone.

To adjust the speaker volume

Press **–** to reduce the volume.

Press **+** to increase the volume.

To make a handsfree call

Press the **Handsfree** button.

The handsfree light comes on and you can hear the dialling tone.

Dial the number you require.

Now speak to your caller through the microphone.

You can lift the handset at any time during the conversation.

To end your call, either replace the handset (if lifted) or press the **Handsfree** button.

To answer a call in 'handsfree'

*1. Using the **Handsfree** button.*

When the phone rings, press the **Handsfree** button and speak.

To end the call, press the **Handsfree** button again.

*2. Using the **Pendant** button.*

When the phone rings, press the **Pendant** button and speak.

To end the call, press the **Pendant** button again.

Redial

To redial the last number dialled

Handsfree — Lift the handset or press the **Handsfree** button.

Redial — Press the **Redial** button.

The phone will automatically dial the last number dialled.

Calls button and Calls List

Important

You must have subscribed to a Caller Display network service to be able to use the Calls List facility. For more information about BT Select Services ring BT on **Free*fone* 0800 800 150**.

Your BT In Touch 2000 User Phone can store up to 30 incoming numbers with the time and date of each call. If you have stored the name of the person in the Directory, then the *name* will be displayed, rather than the number. Your calls will be listed in date/time order. When a new call has been received, the red incoming call indicator light will flash to let you know.

To view the Calls List

Calls — Press the **Calls** button. The display shows details of the most recently received call.

2:39 PM 15 APR
0181 100 5678

Each press of the **Calls** button displays the previous call.

If you press *and hold down* the **Calls** button, the display will auto-scroll through the entire list.

To dial a number from the Calls List

Calls — Press *and hold down* the **Calls** button to scroll through the Calls List until you come to the entry you wish to dial.

2:39 PM 15 APR
0181 100 5678

Dial — Press the **Dial** button.

The number is shown on the display and is dialled automatically.

To delete an individual call from the Calls List

Calls   Press *and hold down* the **Calls** button to scroll through the Calls List until you come to the entry you wish to delete.

Cancel   Press the **Cancel** button *twice* in quick succession. You will hear 2 beeps and the display will show:

PRESS CANCEL TO
DELETE
   then   DELETED

(after first press)

To delete all calls from the Calls List

Display any call from the Calls List.

Cancel   Press *and hold down* the **Cancel** button for about 6 seconds until the display shows:

LIST EMPTY

To copy numbers stored in the Calls List to the Directory

Numbers stored in the Calls List can be copied to the Directory.

Store   Press the **Store** button. The display shows:

2:39 ᴘᴍ 15 APR
SELECT LOCATION

Directory   Press the **Directory** button. The display shows:

ENTRIES XX   then   ENTER NUMBER
THEN PRESS STORE

Calls   Press *and hold down* the **Calls** button to scroll through the Calls List information, until you come to the entry you wish to store, for example:

ENTER NUMBER
0181 100 5678

Store   Press the **Store** button. The display shows:

ENTER NAME
THEN PRESS STORE

Enter the name using the keypad. (See page 23.)

Store   Press the **Store** button. Your phone announces *"Stored"* and the display shows:

STORED

Using the R (Recall) button

R

This button is used with some network services or if your phone line is connected to a switchboard.

To find out more about BT Select Services, refer to page 85, or call BT on **Free*fone 0800 800 150***.

Secrecy

To use the Secrecy button

This allows you to talk to someone in the same room, without the person on the other end of the line hearing your conversation.

Secrecy — Press *and hold down* the **Secrecy** button. The Secrecy light will come on.

Release the **Secrecy** button to continue your call.

Directory

You can store up to 10 names and numbers in the directory.

IMPORTANT

BT recommends that you store your 3 Carer numbers in the Directory (as well as under the Quickdial memories) so that they can be dialled in a normal (non-emergency) situation.

When storing Carer numbers in the Directory, you will need to insert the prefix 1 4 1 followed by the Carer's phone number.

Once this prefix has been entered, when you dial the relevant number from the Directory, the BT In Touch 2000c Carer Phone will ring as normal but the emergency light will not flash and beep as it would in an emergency. This will prevent any unnecessary alarm for the Carer.

Storing names and numbers in the Directory

Store — Press the **Store** button.

The display shows:

SELECT LOCATION

Directory — Press the **Directory** button.

The display shows the number of entries (up to 10).

```
ENTRIES XX
```
then
```
ENTER NUMBER
THEN PRESS STORE
```

Enter the phone number.

Store Press the **Store** button.
The display shows:

```
ENTER THE NAME
THEN PRESS STORE
```

Enter the name of the person you wish to store (see page 23 for how to enter names).

Please note

When storing and editing names and numbers, you can use the -/+ on the **Volume** *button to move the cursor left and right or add a space and the* **1** *button to enter* **+** *or* **-** *in the name, for example Mum + Dad.*

If you wish to enter a pause in the telephone number (for example when using a switchboard), press the **Redial** *button in the appropriate place.*

Store Press the **Store** button.

The phone announces *"Stored"* and the display shows:

```
STORED
```

Dialling from the Directory

Directory Press the **Directory** button repeatedly until the display shows the number you wish to dial.

Dial Press the **Dial** button.

The entry shown on the display is dialled automatically.

Deleting entries from the Directory

Directory Press the **Directory** button repeatedly until the display shows the entry you wish to delete.

Cancel Press the **Cancel** button *twice*.
The display shows: (after first press)

```
PRESS CANCEL TO
DELETE
```

Your entry has now been deleted.

Using your Cancel button to stop an emergency call

The **Cancel** button has a dual function. It can be used to stop an emergency call and also to delete entries in the Calls List and Directory.

To stop an emergency call

Cancel

Press *and hold down* the **Cancel** button until the emergency light stops flashing and beeping.

You will then hear a double beep to confirm the call has been terminated and the display will show:
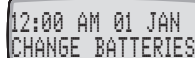
```
EMERGENCY
CANCELLED
```

Warning alerts

If your BT In Touch 2000 User Phone detects that there is no mains power, the telephone line has been disconnected or the batteries are low, it will alert you by playing warning alerts.

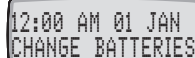It will also convey this information to the Carer as part of the emergency message.

Low batteries

When the batteries have about 2 weeks life left, the phone will announce *"Batteries low"* and the display will show:

```
12:00 AM 01 JAN
CHANGE BATTERIES
```

When the batteries are fully drained the phone will announce *"Change batteries"* and the display will show:

```
12:00 AM 01 JAN
CHANGE BATTERIES
```

No mains power

When there is no mains power, the phone will announce *"No mains power"* and the display will show:

```
12:00 AM 01 JAN
NO MAINS POWER
```

Assuming your batteries are not fully drained, your phone will revert to battery back-up until the mains power is restored. All your Quickdial memory numbers and their emergency status will be therefore be retained.

Please note

(The maximum back-up period is 7 hours - however, if the phone is in constant use, the back-up period could be as little as 1 hour.)

Telephone line disconnected

When the phone line cord is not connected to the phone line socket, the phone will announce *"Telephone line disconnected"* and the display will show:

```
TELEPHONE LINE
DISCONNECTED
```

Optional settings of the BT In Touch 2000 User Phone

You can use the **Setup** button, located under the memory label, to set and change the optional feature settings.

Voice prompts

When you set voice prompts to ON, your BT In Touch 2000 User Phone will confirm each numeric key press with an announcement. For example, if you press **7** you will hear *"Seven"*.

To set the voice prompts to ON or OFF

Lift the Quickdial memory label to reveal the **Setup** button.

Press the **Setup** button.

Then press the 2-digit code to change the relevant setting:

00 Optional voice prompts ON. Display will show:

```
VOICE ON
SET UP
```

With voice prompts set to ON, the following are examples of what you can expect to hear:

If you press the **1** button, *"One"* will be announced.

If you press the **M1** button, *"Dialling memory one"* will be announced. (Only if emergency status has been given to that Quickdial memory).

01 Optional voice prompts OFF. (Default setting). Display will show:

```
VOICE OFF
SET UP
```

Then press the **Setup** button to confirm the setting.

Emergency cancel timer

The emergency cancel timer is the time the phone takes to start the emergency sequence after you press the **Emergency** button (on the phone or Pendant). The time can be changed from one to nine seconds in order to help you test your BT In Touch Pendant.

To set the emergency cancel timer

Lift the Quickdial memory label to reveal the **Setup** button.

Setup Press the **Setup** button.

Then press the 2-digit code to change the relevant setting:

1 **0** **10** The emergency cancel timer is set to a 1-second delay (the default setting.) The display will show:

```
1 SECOND DELAY
SETUP
```

1 **1** **11** The emergency cancel timer is set to a 9-second delay. The display will show:

```
9 SECOND DELAY
SETUP
```

Setup Then press the **Setup** button to confirm the setting.

Display contrast control
Adjust the contrast of the display to your preferred level.

To set the contrast of the display

Lift the Quickdial memory label to reveal the **Setup** button.

Setup Press the **Setup** button.

Then press the 2-digit code to change the relevant setting:

30 Contrast level 1.

31 Contrast level 2.

32 Contrast level 3 (default setting).

33 Contrast level 4.

34 Contrast level 5.

Setup Then press the **Setup** button to confirm the setting.

Returning your BT In Touch 2000 User Phone to its factory settings

Follow the procedure below to restore the original settings.

To return your BT In Touch 2000 User Phone to its factory settings

Lift the Quickdial memory label to reveal the **Setup** button.

Press the **Setup** button.
The display shows:

SETUP

Press **4** then **2**. The display shows the digits and you hear a beep after each digit is entered.

The display changes to:

RESET?
SET UP

Press the **Setup** button. You now hear a double beep as confirmation.

Warning
This will also delete all stored memories, even Quickdial memories which have been given emergency status.

BT In Touch 2000c Carer Phone

At a glance

Display
Displays time and date, call information and User prompts.

Calls button*
Used to access the Calls List (the list of numbers that have called you).

Handset hook
When the phone has been wall-mounted, it keeps the handset in place.

Store button
Use to store phone numbers in the Quickdial memories and directory.

Speaker
When in handsfree, your caller's voice will be heard through the speaker.

5 button
When pressed 3 times, the emergency sequence is stopped and the Carer can take control of the situation.

7 button[†]
When pressed, it amplifies the User's voice through the loudspeaker for 10 seconds.

8 button[†]
When pressed, your phone returns to 'enhanced quality voice channel' enabling both parties to speak at the same time.

Ringer volume and ringer tone switches (underside)
Use to adjust the volume and tone of the ringer.
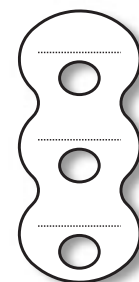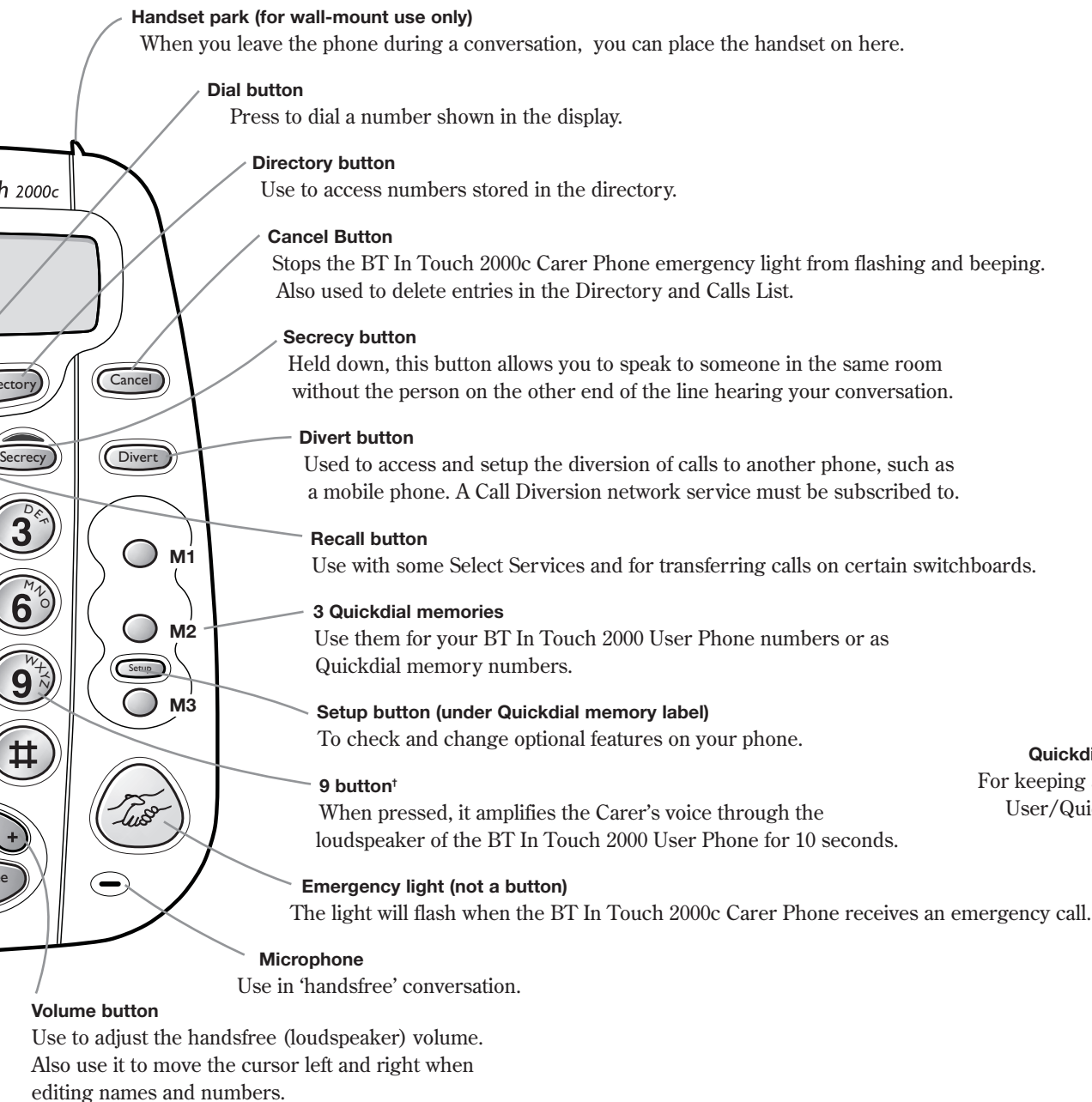
Redial button
Press to redial the last number dialled.

Handsfree button
Allows you to use the phone without lifting the handset - either in an emergency or in normal telephone use.

BT *In Touch*

Calls Dial Dire

Store R

1 2

4 5

7 8

✳ 0

Redial Volume − Handsfre

* Subscription to a Caller Display network service is required to use this feature.
† Only used during an emergency.

Handset park (for wall-mount use only)
When you leave the phone during a conversation, you can place the handset on here.

Dial button
Press to dial a number shown in the display.

Directory button
Use to access numbers stored in the directory.

Cancel Button
Stops the BT In Touch 2000c Carer Phone emergency light from flashing and beeping.
Also used to delete entries in the Directory and Calls List.

Secrecy button
Held down, this button allows you to speak to someone in the same room
without the person on the other end of the line hearing your conversation.

Divert button
Used to access and setup the diversion of calls to another phone, such as
a mobile phone. A Call Diversion network service must be subscribed to.

Recall button
Use with some Select Services and for transferring calls on certain switchboards.

3 Quickdial memories
Use them for your BT In Touch 2000 User Phone numbers or as
Quickdial memory numbers.

Setup button (under Quickdial memory label)
To check and change optional features on your phone.

9 button†
When pressed, it amplifies the Carer's voice through the
loudspeaker of the BT In Touch 2000 User Phone for 10 seconds.

Emergency light (not a button)
The light will flash when the BT In Touch 2000c Carer Phone receives an emergency call.

Microphone
Use in 'handsfree' conversation.

Volume button
Use to adjust the handsfree (loudspeaker) volume.
Also use it to move the cursor left and right when
editing names and numbers.

Quickdial memory label
For keeping a record of your
User/Quickdial numbers.

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Setting up your BT In Touch 2000c Carer Phone Please follow all the steps in the order shown.

IMPORTANT

To benefit from all the functions of the BT In Touch 2000 package, the Carer must subscribe to a Caller Display network service before following the setting-up instructions.

Important

The BT In Touch 2000 package is only completely operational once both phones, the BT In Touch Pendant and certain network services have been successfully installed and the whole package has been tested. We recommend that you install the BT In Touch 2000 User Phone and BT In Touch Pendant first, and then install the BT In Touch 2000c Carer Phone (having subscribed to a Caller Display service). You should then test the complete package (once all emergency numbers have been given emergency status - see **'Giving emergency status to numbers'** *on page 23).*

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❶ Plan where you will put your BT In Touch 2000c Carer Phone

The phone should be within 2 metres of a phone socket.

Warning

Your BT In Touch 2000c Carer Phone is only designed to operate in a normal domestic environment.

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❷ Install (or replace) the batteries

You must fit the batteries supplied before you attach the base stand for either raised or wall-mounting positions.
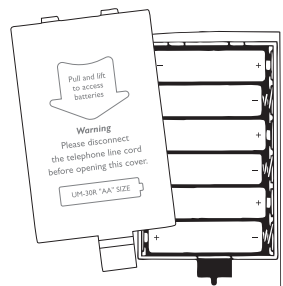
Open the battery cover on the underside of your BT In Touch 2000c Carer Phone. Insert the 6 x AA Alkaline batteries.

Please note

The BT In Touch 2000c Carer Phone will beep and a warning message will appear in the display if the telephone line is disconnected or there is no mains power. Don't worry - this just means the alert features on the phone are working.

❸ Connect the telephone line cord

If you do not have a modern phone socket, then you can call BT on **Free*fone 0800* 800 150** and ask for a BT engineer to come and fit the correct type. This is a chargeable service.

❹ Select ringer volume

RINGER
VOLUME

HI

LOW

OFF

The ringer volume switch is on the underside of your phone.

Set the volume of the ringer to High, Low or Off.

This should be done before you attach the base stand for either raised or wall-mounted positions.

❺ Select ringer tone

RINGER

R1

R2

R3

The ringer tone switch is on the underside of your phone.

This switch allows you to select the pitch required for the ringer.

R1: for a low-pitched tone
R2: for a medium-pitched tone
R3: for a high-pitched tone

This should be done before you attach the base stand for raised or wall-mounted positions.

❻ Connect the power cable

Plug the power cable into the socket on the underside of your BT In Touch 2000c Carer Phone as shown. The cable needs to be pressed in to its channel to keep it out of the way. The way you do this will depend on how you have positioned your phone (with or without the base stand, wall-mounted or not). See **'Desk and wall-mounted phone positions'** on page 90.

❼ Positioning your BT In Touch 2000c Carer Phone

Your BT In Touch 2000c Carer Phone can be positioned in 3 different ways:

Please note

Make sure you test your phone before you finally fix it in position.

- Flat on a table or desk.

- Raised position on a table or desk using the base stand.

- Wall-mounted using the base stand.

See '**Desk and wall-mounted phone positions**' on page 90.

❽ Setting time and date (with Caller Display)

If you have already subscribed to a Caller Display network service, the time and date on the display will be set automatically when the first incoming phone call is received. For more information about BT Select Services, call BT on **Free*fone 0800* 800 150**.
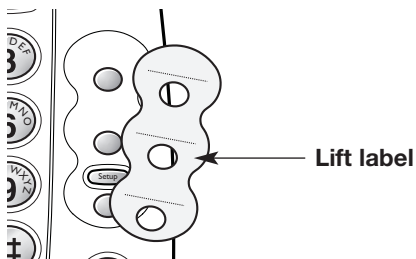
❾ Setting time and date (manually)

If you have *not* subscribed to a Caller Display service, you can set the time and date manually.

To set the time and date manually

Your BT In Touch 2000c Carer Phone uses the 12-hour clock.

Lift the label surrounding the Quickdial memory buttons to reveal the **Setup** button.

Lift label

Setup   Press the **Setup** button.

5   Enter **5** then **0** using the keypad.
0   The display shows: (the hour flashes)

```
12:00 AM 01 JAN
```

Enter the hour using the keypad.

Setup   Press the **Setup** button (minutes flash).

Enter the minutes using the keypad.

Setup   Press the **Setup** button (AM/PM flashes).

✱   Press the ✱ button to set AM.
or

Press the # button to set PM.

Setup   Press the **Setup** button (month flashes).

Volume   Press the **-/+** on the **Volume** button to select the month.

Setup   Press the **Setup** button (day flashes).

Enter the day using the keypad.

Setup   Press the **Setup** button to confirm the setting.

Important

Before you can use your BT In Touch 2000c Carer Phone in an emergency:

You must follow the next section - 'Storing User numbers in your BT In Touch 2000c Carer Phone',

---

Important

Don't forget the 3-digit code to stop the emergency sequence is **555**.

Storing User numbers in your BT In Touch 2000c Carer Phone

For your BT In Touch 2000c Carer Phone to function properly, you *must* subscribe to a Caller Display and Call Waiting service and programme your phone with the names and phone numbers associated with your User(s).

Please note

You must check with your telecoms network provider that Caller Display with Call Waiting can be provided.

This is essential to ensure you can use all the special functions of your BT In Touch 2000c Carer phone.

To find out about BT Select Services, ring BT on **Free***fone 0800* **800 150**.

Storing the User number as a Quickdial memory

Press **Store**. The display shows:

    12:00 AM 01 JAN
    SELECT LOCATION

Select 'location' by pressing one of the memory buttons, either **M1** or **M2** or **M3**. The display shows (if **M2** was pressed):

    MEMORY 2

The display then shows:

    ENTER NUMBER
    THEN PRESS STORE

Enter the phone number.

Press **Store**. The display then shows:

    ENTER NAME
    THEN PRESS STORE

Enter a name for this phone number. Use the keypad to type in letters by pressing the number button which contains the letter you want. Press the button until the letter is shown. For example, to show 'JOHN'.

Press the **5** button until the display shows J.

6 Press the **6** button until **O** is shown.

4 Press the **4** button until **H** is shown.

6 Press the **6** button until **N** is shown.

Please note

*When storing and editing names and numbers, you can use the **-/+** on the **Volume** button to move the cursor left and right or add a space and the **1** button to enter + or - in the name, for example. Mum + Dad.*

*If you wish to enter a pause in the telephone number, (for example, when using a switchboard) press the **Redial** button in the appropriate place.*

Store Press **Store**, the display shows:

```
STORED
```

✓ **The phone number is now stored.**

Giving emergency status to numbers

To give emergency status to numbers

You must enter your emergency User phone numbers before you can give them emergency status.

Store Press the **Store** button.

The display shows:

```
12:00 AM 01 JAN
SELECT LOCATION
```

Press the **#** button. The display shows:

```
EMERGENCY STATUS
```
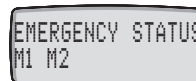
```
ENTER MEMORIES
```
then
```
THEN PRESS STORE
```
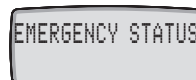
Press the **Quickdial** memory buttons to which you wish to give emergency status. The display shows the memories you have selected for emergency status, for example:

```
ENTER MEMORIES
M1 M2
```

Store Press **Store**. The display shows the memories you have set with emergency status, such as:

```
EMERGENCY STATUS
M1 M2
```

✓ **These Quickdial memories now have emergency status.**

To confirm and change which numbers have emergency status

Store   Press the **Store** button.

Press the **#** button.
The display shows, for example:

```
EMERGENCY STATUS
M1 M2 M3
```
If all 3 numbers have emergency status

```
EMERGENCY STATUS
M1 M2
```
If only M1 and M2 have emergency status

M1 M2 M3   Press the appropriate **M1/M2/M3** memory buttons to toggle between emergency status on/off.

Store   Press the **Store** button to confirm.

Please note

It is recommended that you now test that you have correctly stored the User numbers as Quickdial memories and that emergency status has been given, where required.

Please note

As the Carer, if any of your emergency contact numbers relies on a switchboard, for example, the call goes to an office where a secretary/switchboard operator receives the call before passing it on to you, then you are advised to inform and train them in how to manage an emergency call from the User.

Using the Divert button

The **Divert** button allows the Carer to divert any calls including an emergency call to a mobile phone or any other phone.

Please note

To use this feature you must first subscribe to a Call Diversion network service. The Divert service applies to any phone you have in your home. If you have Divert programmed on another phone, your incoming emergency call will be diverted to that phone number. Divert is specific to your telephone line and not individual telephone equipment.

To set calls to divert to another phone

Divert   Press the **Divert** button.
The display shows:

```
OPERATE DIAL TO
SET DIVERT
```

Dial Press the **Dial** button.

You may hear instructions from your network.

Enter the phone number you wish to divert all calls to.

When confirmed by the network, replace your handset.

Please note

Not all networks will give voice confirmation.

✓ **The network will now automatically divert all incoming calls to the phone number you have entered.**

Please note

It is recommended that you now test that you have set your BT In Touch 2000c Carer Phone to divert calls to the correct number.

Please note

A mobile phone could provide added flexibility and mobility while caring for someone. To find out more about subscribing to a BT Cellnet mobile phone service, call BT on **Free*fone* 0800 800 150**.

To cancel the Divert feature

Divert Press the **Divert** button *twice*.

The display shows:

```
OPERATE DIAL TO
CANCEL DIVERT
```

Dial Press the **Dial** button.

When confirmed by the network, replace your handset.

The BT In Touch 2000c Carer Phone in an emergency

If you (the Carer) have subscribed to a Caller Display network service and allocated Quickdial numbers with emergency status, then the BT In Touch 2000c Carer Phone will alert you every time an emergency call comes in from the User's number.

In the event of an incoming emergency call, the BT In Touch 2000c Carer Phone will ring and beep and the orange Emergency light will flash.

Answering an emergency call

To answer an emergency call, simply pick up the handset or press the **Handsfree** button. You will hear the emergency announcements being played down the line by the BT In Touch 2000 User Phone. For example;

"Emergency Call. Emergency Call. Please enter the three digit code"

Taking control of the emergency call by entering the 3-digit code

5
5
5

To take control of the emergency call and clear down the emergency sequence on the BT In Touch 2000 User Phone, you (the Carer) must enter the 3-digit code (**5 5 5**).

Please note

*You do not have to wait until the emergency announcement has finished before you enter the 3-digit code (**5 5 5**).*

*If you do not enter **5 5 5**, after one minute the BT In Touch 2000 User Phone will end the call and proceed to ring the next emergency contact number which has been allocated emergency status.*

When **5 5 5** is entered the BT In Touch 2000c Carer Phone will stop beeping but the emergency light will continue to flash.

You are now automatically in 'handsfree'.

Call handling options to help the Carer during an emergency call

During an emergency call, you can remotely control certain functions of the BT In Touch 2000 User Phone.

9 If you think that the User is unable to hear you, you can amplify your voice through the loudspeaker on the BT In Touch 2000 User phone by pressing **9**.

7 If you are unable to clearly hear the User, you can amplify the User's voice through the loudspeaker on your BT In Touch 2000c Carer Phone by pressing **7**.

8 To cancel the amplification either on the BT In Touch 2000 User Phone or the BT In Touch 2000c Carer Phone you need to press **8**. This will return the call to a normal two-way conversion.

Making a further call whilst engaged on an emergency call

If, during an emergency call, you want to call another number, for example the Doctor or 999, the BT In Touch 2000c Carer Phone will automatically clear the line and enable you to make another call, even if the User's handset has not been replaced.

To do this, you should hang up either by replacing the handset or pressing the **Handsfree** button. You are now able to dial another number.

In addition to 'clearing down' your BT In Touch 2000c Carer Phone, if you wish to clear down the BT In Touch 2000 _User Phone_, returning it to an idle state (i.e. so the User is able to make further calls), you should press **6 ✶ ✶**.

Important

This feature is particular to your BT In Touch 2000c Carer Phone.

If you are <u>NOT</u> using a BT In Touch 2000c Carer Phone and you wish to make a further call after receiving the emergency call, you must enter **6 ✶ ✶** from the telephone keypad to clear the line.

Cancelling the flashing emergency calls

Even after **5 5 5** has been entered by the Carer, the emergency light on the BT In Touch 2000c Carer Phone will still continue to flash.
To stop the flashing press _and hold down_ the **Cancel** button.

Receiving an emergency call whilst already engaged on another call

If you already subscribe to a Call Waiting network service, then any incoming calls received while you are already engaged on another call, can be identified by a beep through the handset.

If the incoming call is from the User the emergency light will also flash and beep.
In this case you should immediately answer the incoming emergency call by pressing the **R** button, then take control of the emergency call.

Returning home to a missed emergency call

The Calls List will record all incoming calls including emergency calls. You will know when you have a new call recorded, because the Calls light will be flashing.

Press the **Calls** button to check any new names and numbers. If the call was an emergency, both the Calls light _and_ emergency light will be flashing.

You can then ring your User or call the other Carer contact numbers to establish who took control of the emergency.

The BT In Touch 2000c Carer Phone in normal use

Making and receiving calls

To make a call

Lift the handset and listen for a dialling tone.

Dial the number you require.

To end the call, replace the handset.

To dial a Quickdial memory number

Lift the handset, or press the **Handsfree** button.

Press the required Quickdial memory button, for example **M1**, **M2** or **M3**.

The number stored on that Quickdial memory button is dialled.

To receive a call

When the phone rings, either:

Pick up the handset and speak.

Or

Press the **Handsfree** button.

Receiving a call from the User

If your User has pressed the emergency button to contact you but there is not actually an emergency, the emergency light on your BT In Touch 2000c Carer Phone will flash and you will hear the emergency beeps. To cancel the flashing and beeping, press and *hold down* the **Cancel** button.

> **Please note**
>
> *For future reference, you should advise your User to phone you using the Directory, (having stored your number with the prefix 1 4 1), so they don't accidentally start the emergency sequence again. See 'To make a non-emergency call to a Carer', on page 34.*

Using handsfree

The handsfree feature allows you to use the phone without picking up the handset, giving you more freedom while you are speaking on the phone. You can hear the caller's voice through the built-in speaker.

You can adjust the speaker volume with the handsfree speaker volume control on the front of the phone.

To adjust the speaker volume

Press **–** to reduce the volume.

Press **+** to increase the volume.

To make a handsfree call

Press the **Handsfree** button.

The handsfree light comes on and you can hear the dialling tone.

Dial the number you require.

Now speak to your caller through the microphone.

You can lift the handset at any time during the conversation.

To end your call, either replace the handset (if lifted) or simply press the **Handsfree** button.

To answer a call in handsfree

When the phone rings, press the **Handsfree** button and speak.

Redial

To redial the last number dialled

Lift the handset or press the **Handsfree** button.

Press the **Redial** button.

The phone will automatically dial the last number dialled.

Calls button and Calls List

Your BT In Touch 2000c Carer Phone can store up to 30 incoming numbers with the time and date of each call. If you have stored the name of the person in the Directory, then the *name* will be displayed, rather than the number. Your calls will be listed in date/time order. When a new call has been received, the red incoming call indicator light will flash to let you know.

To view the Calls List

Calls   Press the **Calls** button. The display shows details of the most recently received call.

```
2:39 pm 15 APR
0181 100 5678
```

Each press of the **Calls** button displays the previous call.

If you press *and hold down* the **Calls** button, the display will auto-scroll through the entire list.

To dial a number shown in the Calls List

Calls   Press *and hold down* the **Calls** button to scroll through the Calls List until you come to the entry you wish to dial.

```
2:39 pm 15 APR
0181 100 5678
```

Dial   Press the **Dial** button.

The number is shown on the display and is dialled automatically.

To delete an individual call from the Calls List

Calls   Press *and hold down* the **Calls** button to scroll through the Calls List until you come to the entry you wish to delete.

Cancel   Press the **Cancel** button *twice* in quick succession. You will hear 2 beeps and the display will show:

```
PRESS CANCEL TO
DELETE
```
then
```
DELETED
```

(after first press)

To delete all calls from the Calls List

Display any call from the Calls List.

Cancel   Press *and hold down* the **Cancel** button for about 6 seconds until the display shows:

LIST EMPTIED

To copy numbers stored in the Calls List to the Directory

Numbers stored in the Calls List can be copied to the Directory.

Store   Press the **Store** button.

The display shows:

2:39 pm 15 APR
SELECT LOCATION

Directory   Press the **Directory** button.
The display shows:

ENTRIES XX   then   ENTER NUMBER
THEN PRESS STORE

Calls   Press *and hold down* the **Calls** button to scroll through the Calls List, until

you come to the entry you wish to store, for example:

ENTER NUMBER
0181 100 5678

Store   Press the **Store** button.

The display shows:

ENTER NAME
THEN PRESS STORE

Enter the name using the keypad. (See page 52.)

Store   Press the **Store** button.

The display shows:

STORED

Using the Quickdial memories

You should have already stored your User numbers as Quickdial memory numbers. (See page 52).

To dial a Quickdial memory number

Lift the handset, or press the **Handsfree** button.

Press the required Quickdial memory button, for example **M1**, **M2** or **M3**.

The number stored on that Quickdial memory button is dialled.

To change Quickdial memory numbers

Important

You can only change a Quickdial memory number once its emergency status has been removed. See 'To confirm and change which numbers have emergency status' on page 54.

To change a number stored in the memory, repeat the process for storing numbers, but enter the new number (see page 52). The new number will automatically replace the old number. Then give it emergency status again if you wish it to be included as an emergency User number (see page 53).

Using the R (Recall) button

R

This button is used with some network services or if your phone line is connected to a switchboard.

To find out more about BT Select Services, please call BT free on *0800* **800 150**.

Secrecy

To use the Secrecy button

This allows you to talk to someone in the same room, without the person on the other end of the line hearing your conversation.

Press *and hold down* the **Secrecy** button. The Secrecy light will come on.

Release the **Secrecy** button to continue your call.

Carer Phone

Directory

You can store up to 10 names and numbers in the Directory.

Please note

When storing and editing names and numbers, you can use the -/+ on the **Volume** *button to move the cursor left and right and add a space and the* **1** *button to enter* **+** *or* **-** *in the name, for example Mum + Dad.*

If you wish to enter a pause in the telephone number (for example when using a switchboard), press the **Redial** *button in the appropriate place.*

Storing names and numbers in the directory

(Store) Press the **Store** button.
The display shows:

SELECT LOCATION

(Directory) Press the **Directory** button.
The display shows the number of entries (up to 10).

ENTRIES XX   then   ENTER NUMBER
THEN PRESS STORE

Enter the phone number.

(Store) Press the **Store** button.
The display shows:

ENTER THE NAME
THEN PRESS STORE

Enter the name of the person you wish to store (see page 52 for how to enter names).

(Store) Press the **Store** button.

The phone beeps twice and the display shows:

STORED

Dialling from the Directory

(Directory) Press the **Directory** button repeatedly until the display shows the number you wish to dial.

(Dial) Press the **Dial** button.

The entry shown on the display is dialled automatically.

Directory   Press the **Directory** button repeatedly until the display shows the entry you wish to delete.

Cancel   Press the **Cancel** button *twice*.

The display shows: (after first press)

```
PRESS CANCEL TO
DELETE
```

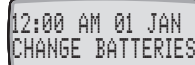Your entry has now been deleted.

To use your Cancel button

The **Cancel** button has a dual function. It can be used to stop the emergency light flashing and beeping (see *'Receiving a call from the User'* on page 59) and also to delete entries in the Calls List and Directory.

Warning alerts

If your BT In Touch 2000c Carer Phone detects that there is no mains power, the telephone line is disconnected or the batteries are low, it will alert you by showing warning messages in the display.

Low batteries
When the batteries have approximately two weeks life left, the display will show:
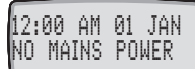
```
12:00 AM 01 JAN
CHANGE BATTERIES
```

When the batteries need replacing, the display will show:

```
12:00 AM 01 JAN
CHANGE BATTERIES
```

No mains power
When there is no mains power, the display will show:

```
12:00 AM 01 JAN
NO MAINS POWER
```

Assuming your batteries are not fully drained, your phone will revert to battery back-up until the mains power is restored. All your Quickdial memory numbers and their emergency status will be therefore be retained.

Please note

The maximum back-up period is 7 hours - however, if the phone is in constant use, the back-up period could be as little as 1 hour.

Telephone line disconnected

When the telephone line cord is not connected to the telephone line socket, the display will show:

```
TELEPHONE LINE
DISCONNECTED
```

Optional settings for the BT In Touch 2000c Carer Phone

You can use the **Setup** button, located under the memory label, to set and change the optional feature settings.

Display contrast control

Adjusts the contrast to your preferred level.

To set the contrast of the display

Lift the Quickdial memory label to reveal the **Setup** button.

Setup   Press the **Setup** button.

Then press the 2-digit code to change the relevant setting:

30   Contrast level 1.

31   Contrast level 2.

32   Contrast level 3 (default setting).

33   Contrast level 4.

34   Contrast level 5.

Setup   Then press the **Setup** button to confirm the setting.

Testing your BT In Touch 2000 package in an emergency situation

We recommend that you test your BT In Touch 2000 Package at regular intervals to ensure that all elements are working properly and that the system is set up properly.

Testing the package is particularly important after setting up for the first time.

Please Note

You will need two people to test whether your BT In Touch 2000 package is working correctly, one person by the BT In Touch 2000 User Phone and one person by the BT In Touch 2000c Carer Phone.

A simple test of your BT In Touch 2000 package to test that it has been installed correctly

Having installed the BT In Touch 2000 User Phone, registered the BT In Touch Pendant at the User's home, subscribed to a Caller Display network service and installed the BT In Touch 2000c Carer Phone at the Carer's home you should test the package fully.

When testing your BT In Touch 2000 package you may find the section *"Helpful timer whilst testing your Pendant/Emergency button"* useful, (see page 72).

Carefully follow the procedure on the next few pages.

At the BT In Touch 2000
User Phone

Press the orange **Emergency** button on the
BT In Touch Pendant.

*If you have not given emergency status to any of
your Quickdial memory numbers, you will hear
3 beeps and the message "Warning. No emergency
numbers" when you press the* **Emergency** *button
on the BT In Touch Pendant.*

The **Emergency** button on the BT In Touch
2000 User Phone should begin to flash and
beep and the phone repeatedly plays a pre-
recorded message, *"Don't worry we are
trying to contact help".*

The BT In Touch 2000 User Phone then goes
into 'handsfree' and connects to the telephone
line. The display shows the name of the first
Carer contact and their number is dialled.

```
2:39PM 15APR
TRYING M1
```
then
```
DIALLING M1
CARER 1
```

At the BT In Touch 2000c
Carer Phone

The BT In Touch 2000c Carer Phone, will
ring and emergency light will start flashing
and the phone will start beeping.

The Carer answers the call.

At the BT In Touch 2000
User Phone continued...

Both the User and the Carer will hear the emergency announcement:
"Emergency Call (plus any personal message). *Emergency Call. Please enter the 3 digit code"*

This will continue until the 3-digit code (**5 5 5**) is entered by the Carer.

Because there is no response within a minute from the first Carer contact number, the BT In Touch 2000 User Phone should now dial the next Carer contact number which has been given emergency status.

Rather than let your BT In Touch 2000 User Phone do this, press and *hold down* the **Cancel** button until the emergency is cleared. The display will show:

```
EMERGENCY
CANCELLED
```

At the BT In Touch 2000c
Carer Phone continued...

Both the User and the Carer will hear the emergency announcement:
"Emergency Call (plus any personal message). *Emergency Call. Please enter the 3 digit code"*

This will continue until the 3-digit code (**5 5 5**) is entered. *DO NOT DO THIS YET*.

Start by ignoring the first call.
After the call has finished, cancel the flashing lights and beeping by pressing and *holding down* the **Cancel** button.

At the BT In Touch 2000 User Phone continued…

Now press the **Emergency** button again, this time on the BT In Touch 2000 User Phone. The display shows the name of the first Carer contact and their number is dialled.

```
2:39PM 15APR
TRYING M1
```
then
```
DIALLING M1
CARER 1
```

Have a short handsfree conversation with the Carer. Test that you can _only_ speak in handsfree by lifting the handset - the handset doesn't work for your own personal safety.

At the BT In Touch 2000c Carer Phone continued…

The BT In Touch 2000c Carer Phone will ring again, the emergency light will start flashing and the phone will start beeping.

This time, answer the call and input the 3-digit code (**5 5 5**).

Have a short handsfree conversation with the User.

Also test the effect of pressing the **9, 8** and **7** buttons:

In order for the Carer to take charge of the situation:

Pressing **9** will mute the User's voice on the Carer's Phone (for 10 secs) enabling the Carer to give instructions.
Pressing **8** returns to 2 way conversation.

Pressing **7** will mute the Carer's voice on the User's phone (for 10 secs) enabling the user to give details.
Pressing **8** returns to 2 way conversation.

At the BT In Touch 2000
User Phone continued…

You will hear the Carer hang up and the User Phone will automatically clear down.

Now make another Emergency Call by pressing the Emergency button.

You will see the Handsfree LED go out and the display will return to an idle state.

At the BT In Touch 2000c
Carer Phone continued…

Stop the flashing light by pressing and holding the **Cancel** button.

Clear down by pressing the **Handsfree** button.

The BT In Touch 2000c Carer Phone will ring again, the emergency light will start flashing and the phone will start beeping.

This time, answer the call and input the 3-digit code (**5 5 5**).

$$\overset{JKL}{5} \quad \overset{JKL}{5} \quad \overset{JKL}{5}$$

Have a short handsfree conversation with the User.

Clear down the BT In Touch 2000 User Phone to allow the User to make further calls by pressing **6 ✶ ✶**. You will hear the User Phone clear down.

Please note

If you receive an emergency call using a normal phone and you wish to immediately make another call, for example, to the emergency services, you must slowly enter 6 ✶ ✶ from your keypad. This will clear the line from the original emergency call even if the call has not been ended by the User.

If you are using a mobile phone, take particular care to dial slowly, as pressing the ✶ button twice can convert to a ✛ which denotes an international call.

Testing the range of your BT In Touch Pendant

Now test the range of your BT In Touch Pendant in your home environment - you may want to use 2 people to do this.

Press the **Pendant** button in different locations around the house and garden to make sure that your BT In Touch 2000 User Phone is able to pick up the emergency signal.

Please note

If your BT In Touch Pendant does not work over the full 50 metre range, it does not mean it is faulty. The nature of radio transmission technology is such that environmental conditions can effect the performance of the BT In Touch Pendant.

It is your responsibility to establish the range over which your BT In Touch Pendant works RELIABLY. It would be advisable for the User to spend as little time as possible in places where reception is poor.

Establishing the reliable range of your pendant in your own home conditions will give you confidence.

Helpful timer whilst testing your Pendant/Emergency button

To set the delay time

There are 2 settings which set the delay time between pushing the **Emergency** button (phone/pendant) and starting the emergency sequence.

Code 10   1 second
Code 11   9 seconds

You can set the emergency timer to 9 seconds to help you with your BT In Touch Pendant test as follows:

Lift the label surrounding the Quickdial memory buttons to reveal the **Announce** and **Setup** buttons.

Press the **Setup** button. The display will show:

> SET UP

Enter **11** from the keypad (for a 9-second delay). The display shows:

> 9 SECOND DELAY
> SET UP

Or

Enter **10** from the keypad (for a
1-second delay).

(1)
(0)

```
1 SECOND DELAY
SET UP
```

(Setup) Press the **Setup** button. You will hear
a double beep to confirm.

IMPORTANT

**After running the test, return the emergency
timer to the setting you wish to use in an
emergency.**

If you are on a call with someone else and the
User makes an emergency call to you, you will
hear the Call Waiting 'beep' (if you have
subscribed to the BT Call Waiting Select
Service). The emergency and call lights will
flash and you will hear a call tone.

**Returning home to a missed
emergency call**

The Calls List will record all incoming calls
including emergency calls. You will know when
you have a new call recorded, because the
Calls light will be flashing.

Press the **Calls** button to check any new names
and numbers. If the call was an emergency call,
the orange emergency light will be flashing.

You can then ring your User or ring round the
other Carer contact numbers to establish who
took control of the emergency.

**Testing in an
emergency situation**

BT In Touch 2000 package – 4 Carer options

The BT In Touch 2000 package facilitates easy contact between a person (the User) and the people who look after them (the Carers). Over time, the level of care required by the User is likely to change. Furthermore, the Carer's situation may also change and they may not be able to offer the level of support required. The BT In Touch 2000 package offers 4 Carer options to allow for these changes.

The four Carer options are:

1. **Carer**

2. **Carer + Careline**

3. **Careline**

4. **Careline Holiday**

1. Carer option

Where you (and family or friends) are the Carers
Up to 3 of the BT In Touch 2000 User Phone's Quickdial memory buttons can be set with your chosen Carer contact numbers. These numbers are automatically dialled in an emergency.

For example, the 3 Quickdial memories could be set to ring your home, work and mobile numbers.

Or they could ring the numbers of 3 different Carers.
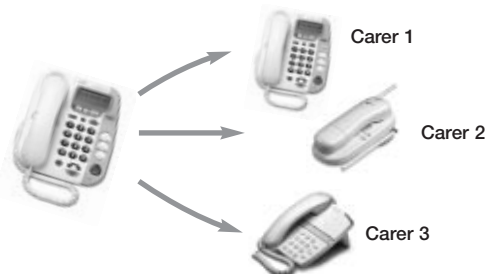
This option does not require subscription to a careline service provider.

Emergency sequence for 'Carer option'

START OF EMERGENCY SEQUENCE AT THE USER'S PREMISES

BT In Touch Pendant

BT In Touch 2000 User Phone

BT In Touch Pendant button or Emergency button on the BT In Touch 2000 User Phone is pressed

The Emergency button begins to flash and beep and the User hears the message "Don't worry, we are trying to contact help."

First emergency number is called

Carer 1

The BT In Touch 2000 User Phone continues the emergency sequence -

• If the Carer (1, 2 or 3) does not answer the call within 1 minute, or the call is answered but the 555 emergency code is not entered.

- until the call is answered by a Carer and 555 is entered

Carer 2

Carer 3

4 Carer options

75

2. Carer + Careline option*

Where you take a low-cost, part-time subscription to a careline service provider

Up to 3 of the BT In Touch 2000 User Phone's Quickdial memory buttons can be set with your chosen Carer contact numbers.
These numbers are automatically dialled in an emergency. If none of the 3 Carers answers the emergency call, the call will automatically be connected to a careline service provider. Careline service providers give you the reassurance that no matter what happens, the emergency call will always be answered.
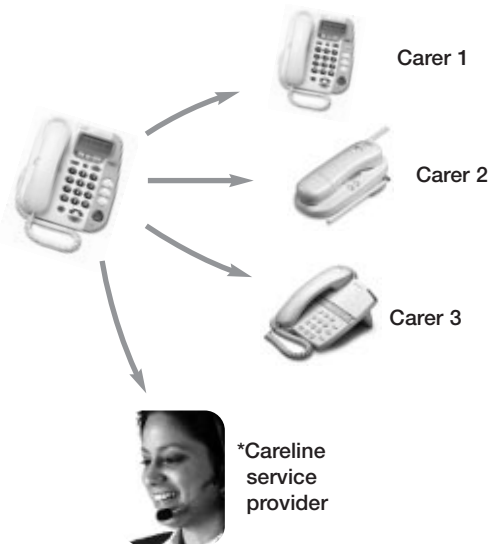
What is a careline service provider?

A careline service provider provides emergency support. It is usually a 24-hour call centre run by a local authority or charity and is staffed by trained operators.

If contacted, the careline service provider will then call either the nominated carers or the emergency services.

Carer 1

Carer 2

Carer 3

*Careline service provider

* This option requires subscription to a careline service provider - not BT.

4 Carer options

Emergency sequence for 'Carer + Careline' option

START OF EMERGENCY SEQUENCE AT THE USER'S PREMISES

BT In Touch Pendant

BT In Touch 2000 User Phone

BT In Touch Pendant button or Emergency button on the BT In Touch 2000 User Phone is pressed

The Emergency button begins to flash and beep and the User hears the message "Don't worry, we are trying to contact help."

First emergency number is called

Carer 1

If Carer 1 does not stop the sequence, Carer 2 is called

Carer 2

If Carer 2 does not stop the sequence, Carer 3 is called

Carer 3

If Carer 3 does not stop the sequence, the careline service provider is called

Careline service provider

Careline operator speaks to the User via the loudspeaker, taking any necessary emergency action

3. Careline option*

Where the careline service provider answers all emergency calls

If you wish, you can choose to use a careline service provider as your only contact number in an emergency. You may choose to do this at any time, even if you have previously been using the Carer, or Carer + Careline options.
If you have chosen to switch from either of these options to full-time careline support, you need only call one of the careline numbers (see page 103). They will be able to program your existing BT In Touch 2000 User Phone to operate with full-time careline support.

When subscribing to full-time Careline options, any emergency will be dealt with by a 24-hour careline.

*Careline service provider
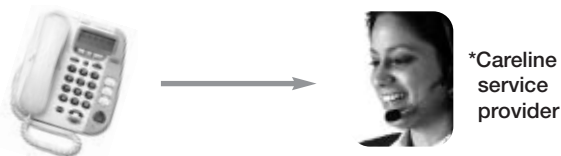
The **Emergency** button (Phone/Pendant) provides personal contact with the careline operators. They will then get in touch with the appropriate nominated Carers or, if necessary, the emergency services.

With the Careline option, the 3 Quickdial memory buttons can be used as normal (non-emergency) Quickdial memory numbers.

4. Careline Holiday option*

Where the careline service provider answers all emergency calls while you are away

This option is the same as the Careline option but is set for a temporary period only.
This enables the Carer(s) to take a holiday or a break from their responsibility as Carer contact(s), with the reassurance that the User is in safe hands.

The Carer will need to agree the period of cover with the careline service provider.

*Careline service provider

* This option requires subscription to a careline service provider - not BT.

Emergency sequence for 'Careline' or 'Careline Holiday' options

START OF EMERGENCY SEQUENCE AT THE USER'S PREMISES

BT In Touch Pendant

BT In Touch 2000 User Phone

BT In Touch Pendant button or Emergency button on the BT In Touch 2000 User Phone is pressed

The Emergency button begins to flash and beep and the User hears the message "Don't worry, we are trying to contact help."

User listens and speaks to the careline operator 'handsfree' via the loudspeaker

BT In Touch 2000 User Phone makes call direct to Careline

24hr Careline service provider

Careline operator speaks to the User via the loudspeaker, taking any necessary emergency action

Carer emergency memo card

With your BT In Touch 2000 package, you will have received an emergency memo card. If you misplace or lose this card, you can take a copy of this page for a quick reference of what happens in an emergency.

BT

BT In Touch 2000 package

For all technical product enquiries, ring the BT Product Helpline on 0845 6011 406.

Emergency sequence
for Carers

- **Your phone will ring. You receive the call.**
- **You will hear the emergency announcement.**
- **Dial 555 to take control of the emergency. You will hear "Code accepted".**

  (5) (5) (5)

- **You are now in control of the BT In Touch 2000 User Phone, which is in 'handsfree'.**
- **You can manage the call by pressing:**

  (9) to amplify your voice at the User Phone for 10 secs (you can no longer hear the User)

  (7) to amplify the User's voice at your phone for 10 secs (the User can no longer hear you)

  (8) to cancel either of the above and return both phones to normal use

- **To end the call and make a further/emergency call, for example 999, if the User has not 'hung up', slowly dial 6 ✳ ✳.**

  (6) (✳) (✳)

Setting up support from a careline service provider

How to subscribe to your careline service provider

Once you have decided on a careline service provider, you should contact them to arrange your subscription. For more information on careline service providers, see pages 102/3.

Your careline service provider will guide you through the necessary subscription arrangements. In most instances, they will ring you back and program your BT In Touch 2000 User Phone for you, usually without a visit. You will then be asked to test the emergency procedure.

Having subscribed to a careline service provider, pressing the **Emergency** button (phone/pendant) is the only action you need to take to call the careline service provider. You do not have to pick up the handset as your phone automatically switches to 'handsfree' mode.

Talking to the careline service provider in an emergency

When the User presses the **Emergency** button (phone or pendant) and contacts the careline service provider, the careline operator will take control of the call by speaking first.

When the careline operator has finished speaking, the User will hear a beep. Now it is the User's turn to speak. The conversation will continue under the control of the careline operator who will deal with the situation.

Please note

Service providers offer differing levels of careline service. Some providers will be specific to your local area while others will offer a consistent level of service across the whole country. For more information, see pages 102/3.

Setting the Carer + Careline option

To use the Carer + Careline option you should store your Carer numbers as normal, making sure to give them emergency status.
See *'Giving emergency status to numbers'*, on page 23.

The careline service provider will then program your BT In Touch 2000 User Phone with their emergency contact number.

To set the Carer + Careline Option

Lift the label surrounding the Carer/ Quickdial memory buttons to reveal the **Announce** and **Setup** buttons.

Press the **Setup** button.
The display shows:

```
SETUP
```

Press **4** then **1**.
The display shows the digits and you hear a beep after each digit is entered.
The display changes to:

```
CARER + CARELINE
SETUP
```

Press the **Setup** button.
You now hear a double beep to confirm that the Carer + Careline Option has been set. The display shows:

```
CHECK EMERGENCY
NUMBER
```

Now ring the careline service provider who will provide instructions and remotely program your BT In Touch 2000 User Phone with their emergency contact number.

Setting the Careline option

To set full-time Careline support

Contact your chosen careline service provider who will guide you through the procedure. Below is a typical method which they may follow.

1. The careline operator will ask you to replace your handset and they will ring you back.

2. On answering (either by the handset or 'handsfree'), the careline service provider will remotely program your BT In Touch 2000 User Phone with their emergency contact number.

3. When the programming is complete your BT In Touch 2000 User Phone will clear down automatically.

4. To ensure that the programming has been successful, make a test call by pressing the **Emergency** button (phone or Pendant).

Setting the Careline Holiday option

Contact your careline service provider who will be able to provide holiday cover.

During the Careline Holiday cover period, the 3 Quickdial memory numbers will have their emergency status removed and they will function as normal memories.

Contact your chosen careline service provider who will provide instructions and remotely program your BT In Touch 2000 User Phone with their emergency contact number for the Careline Holiday period.

Below is a typical procedure which the careline service provider may follow.

1. The careline operator will ask you to replace your handset and they will ring you back.

2. On answering (either by the handset or 'handsfree'), the careline service provider will remotely program your BT In Touch 2000 User Phone with their emergency contact number.

3. When the programming is complete your BT In Touch 2000 User Phone will clear down automatically.

4. To ensure that the programming has been successful, make a test call, by pressing the **Emergency** button (phone or Pendant).

When the holiday period ends, all Quickdial memory numbers and their emergency status will be automatically restored. Make sure you double-check by trying them out.

Lift the label surrounding the Quickdial memory buttons to reveal the **Announce** and **Setup** buttons.

Press the **Setup** button. The display shows:

SETUP

Press **4** then **0**. The display shows the digits and you hear a beep after each digit is entered.

4 Carer options

The display changes to:

| CARER | then | CHECK EMERGENCY NUMBERS |

Setup Press the **Setup** button. You now hear a double beep to confirm that the Carer option has been restored.

The display changes to:

| RESET? SETUP |

Setup Press the **Setup** button. You now hear a double beep as confirmation.

Returning the BT In Touch 2000 User Phone to its factory settings

Follow the procedure below on the BT In Touch 2000 User Phone to restore its original settings.

To return the BT In Touch 2000 User Phone to its factory settings

Lift the label surrounding the Quickdial memory buttons to reveal the **Announce** and **Setup** buttons.

Setup Press the **Setup** button.
The display shows:

| SETUP |

8 **0** Press **8** then **0**. The display shows the digits and you hear a beep after each digit is entered.

4 Carer options

BT Select Services

The BT In Touch 2000 User Phone and 2000c Carer Phone enable you to take advantage of a number of BT Select Services provided you are connected to the BT network. If you are connected to a different network provider, please contact them for details of their services.

Important
For your BT In Touch 2000c Carer Phone to function properly, the Carer must subscribe to a Caller Display service.

Please note
It is highly recommended that the Carer also subscribes to both a Call Waiting and Call Diversion network service to avoid missing any emergency calls.

Caller Display

With Caller Display you know who's calling before you even lift the handset.

Your BT In Touch 2000c Carer Phone receives caller information which is transmitted over the BT network. This includes the date and time the call is received, and in most cases, the caller's phone number.

This information is displayed as each call is received, along with any associated name which has been stored in the memory and which matches the incoming caller's number.

Caller Display in an emergency:

In an emergency, Caller Display is a vital feature.

When the BT In Touch 2000c Carer Phone receives an incoming call and matches the name and number to that of the User, this triggers the emergency light to flash and beep and the emergency announcement to play. There is a subscription charge for this service.

Caller Display with Calls List:

If the call is not answered, the caller's number (and name) are stored in the Calls List.

You can display and dial any number from the Calls List at the touch of a button.

Please note

If you are connected to a network other than BT, you will first have to subscribe to that network's Caller Display service. Call your network provider for more information.

Call Diversion

You can use your BT In Touch 2000c Carer Phone to request the network to divert all incoming calls to another number. There is a subscription charge for this service.

You can choose to divert:

- all calls
- calls that you do not answer within 5 rings
- calls when your line is already engaged.

To use Call Diversion with your BT In Touch 2000c Carer Phone

Divert

The BT In Touch 2000c Carer Phone has a **Divert** button, making it even easier to divert all calls to a number where you can be reached.

See page 54 *'Using the Divert button'*.

To use Call Diversion with your BT In Touch 2000 User Phone

You will need to enter the appropriate diversion code:

21 diverts all calls
61 diverts calls you don't answer within 5 rings
67 diverts calls when your line is engaged.

To switch Call Diversion on:

Handsfree Lift the handset or press **Handsfree**.

✳ Press the ✳ button.

Enter the relevant diversion code (see above).

✳ Press the ✳ button again and listen to the confirmation announcement of your instructions.

To switch Call Diversion off:

Lift the handset or press **Handsfree**.

Press the **#** button.

Enter the relevant diversion code.
(**21**, **61** or **67**)

Press the **#** button again and listen to the confirmation announcement of your instructions.

To check Call Diversion has been set:

Lift the handset or press **Handsfree**.

Press the ✶ button.

Press the **#** button.

Enter the relevant diversion code.

Press the **#** button again and listen to the confirmation announcement of your instructions.

There is a subscription charge for this service.

If you are already on the phone and another call is coming in, Call Waiting tells you with a series of gentle beeps. You can put your original caller on hold and take the second call. There is a subscription charge for this service.

To switch Call Waiting on and off

To switch Call Waiting on:

Lift the handset or press **Handsfree**.

Press the ✶ button.

Press the **4** button.

Press the **3** button.

Press the ✶ button.

Listen to the announcement.

To switch Call Waiting off:

Lift the handset or press **Handsfree**.

Press the **#** button.

Press the **4** button.

Press the **3** button.

Press the **#** button.

Listen to the announcement.

To check the Call Waiting setting

Handsfree   Lift the handset or press **Handsfree**.

✳   Press the ✳ button.

Press the **#** button.

4   Press the **4** button.

3   Press the **3** button.

Press the **#** button.

Listen to the announcement.

To use Call Waiting

R   If you wish to take the second call, press the **Recall** button.

Then use the **Recall** button to switch between callers.

Please note

Not all network service providers can offer Call Waiting/Caller Display - please check with your network service provider.

Ring Back

Ring Back calls you back when an engaged number becomes free. Your BT In Touch phone will ring and as soon as you pick up the handset (or press the **Handsfree** button), you will hear the number you want ringing. There is a charge for this service.

To use Ring Back

To set up Ring Back:

5   When you hear the engaged tone, press **5**.

To cancel Ring Back:

Press the **#** button.

3   Press the **3** button.

7   Press the **7** button.

Press the **#** button.

Three Way Calling

This lets you talk to 2 people at the same time. This is a subscription charge for this service.

To use Three Way Calling

When you are already talking to one caller:

(R) Press the **Recall** button. Your current caller is put on hold. You hear the dialling tone.

Dial the second phone number.

(R) When they answer, press the **Recall** button again.

(3) Wait for the dial tone and then press **3**.

You can now talk to both callers at the same time.

To end a Three Way Call:

(Handsfree) Replace the handset or press the **Handsfree** button.

To the end the first call:

(R) Press the **Recall** button. You hear the dialling tone. You are now connected only to the second caller.

To end the second call:

(R) Press the **Recall** button. You hear the dialling tone.

(7) Press the **7** button. You are now connected only to your original caller.

1471 Call Return

Find out who called you last.
This is a subscription-free service.

To use Call Return

(Handsfree) Lift the handset or press **Handsfree**.

Dial **1471**. The announcement tells you the number (if available) as well as the date and time of the call.

(3) Press **3** to dial the number which has been announced.

Desk and wall-mounted phone positions

Both of your BT In Touch Phones can be positioned in 3 ways:

- Flat on a table or desk.

- Raised on a table or desk using the base stand.
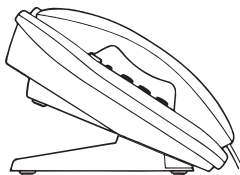
- Wall-mounted using the base stand.

Raised

Your BT In Touch Phones can be placed on a table or desk and raised using the base stand.

Press all the cables coming from the BT In Touch Phone into their guides on the underside of the unit, as shown below.
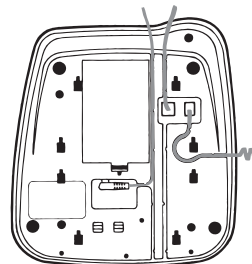
Insert the base stand into the holes in the base of your phone marked 'RAISED'. You may need to push quite hard to fix it securely.
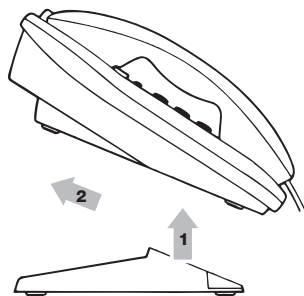
Wall-mounted

Your BT In Touch Phones can be wall-mounted using the screws and wall plugs provided.

Please note

Before you wall-mount your BT In Touch Phones, check that:

The wall can support the weight of the phone.

The position you choose leaves sufficient space so that the phone is clear of any obstruction on the wall, such as a shelf or a cupboard.

The power cable and telephone line cord will reach their correct wall points.

Use the base stand provided as a template to pencil on the wall where the drill holes should go.

Drill the holes (diameter 5.5mm) for the screws.

Insert the wall plugs provided (if required).

Drive the screws into the wall, leaving about 5mm free on which to hang the phone.
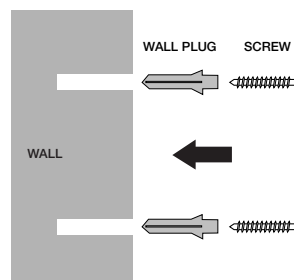
Press all the cables coming from the BT In Touch Phone into their guides on the underside of the unit, as shown below.
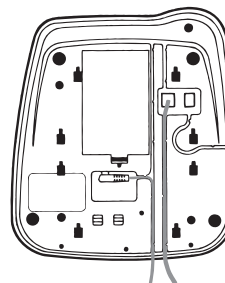
Rotate the handset hook 180° so that you can hang up the handset when the phone is wall-mounted.
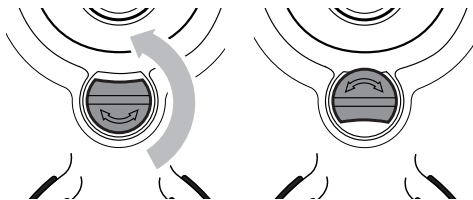
Hang the holes on the back of the phone over the screwheads and gently pull the phone downward to make sure it is securely in place.
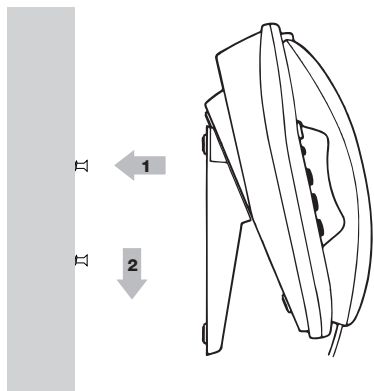
Feed the phone line through the bottom of the wall-mounted base stand to allow the cable to rest flat against the wall.

Maintenance

General

Simply clean your BT In Touch Phones with a damp cloth (not wet) or an antistatic wipe. Never use a dry cloth as this may cause a static shock.

Service

Within guarantee
If you experience a problem with your BT In Touch 2000 User Phone or BT In Touch 2000c Carer Phone, you should contact the BT In Touch Product Helpline on 0845 6011 406. Calls are charged at local call rates. If the problem is not remedied, you will be advised to contact your original point of purchase.

Some retailers offer extended warranty schemes for cover outside the initial 12-month period. Please ask them for details.

Please note
The batteries are not covered under the guarantee.

Outside warranty
If either your BT In Touch 2000 User Phone or BT In Touch 2000c Carer Phone needs repair after the warranty period has ended, call the BT In Touch Product Helpline on 0845 6011 406 for information on our recommended repair agents.

If you have to return any part of your BT In Touch 2000 package
Keep all parts that are working correctly. Pack the faulty part(s) securely, preferably using the original packaging.

Please note
BT cannot take responsibility for goods damaged in transit.

Ordering additional BT In Touch Pendants

The battery low warning will start to flash when your BT In Touch Pendant has about a year's life remaining. This should give you ample time to order a new BT In Touch Pendant. The batteries cannot be replaced, therefore you must order a new BT In Touch Pendant.

You will need to register the new BT In Touch Pendant on to your BT In Touch 2000 User Phone and dispose of your old BT In Touch Pendant.

To order a new BT In Touch Pendant ask your original point of purchase or ring the BT In Touch Product Helpline on 0845 6011 406. Alternatively ring BT on **Free*fone* 0800 800 150**.

BT Line Priority Fault Repair Service (for the User only)

If you are a BT customer and your personal circumstances permit, you may qualify for a free BT Line Priority Fault Repair Service. For an application, ring BT on **Free*fone* 0800 800 150**.

BT Line Enhanced Maintenance Options (for the Carer only)

If you are a BT customer, you may wish to consider a BT Line Enhanced Maintenance Option, for example, BT Promptcare or BT Totalcare. For further information, ring BT on **Free*fone* 0800 800 150**.

Help and advice

If you cannot find the information you require in this section, then phone the BT In Touch Product Helpline on 0845 6011 406

What is the 3-digit code to stop the emergency sequence?

(5) (5) (5)

The Carer must press the **5** button _three_ times.

Emergency calls

The emergency services can be contacted in the UK by dialling 999 or 112 which is valid in any country that is a member of the EC.

No dial tone

Is the telephone line cord plugged into the telephone socket?

Check that the power cable is connected to the mains power.

Replacing phone batteries

After a time, you may find that the batteries are running out. When the batteries need replacing -

The Carer will hear the battery low warning beep and BATTERIES LOW will appear on the display.

The User will hear _"Change batteries"_ and CHANGE BATTERIES will appear on the display.

IMPORTANT

The batteries in the BT In Touch 2000 User Phone act as a stand-by power source in the event of the mains power being disconnected. If at any time you find that the battery power has been used, you should immediately replace all existing batteries with new batteries. This will ensure that your phone has the maximum stand-by power time. The batteries taken from your BT In Touch Phone can then be used for any other electrical appliance requiring battery power.

Spare batteries

AA Alkaline batteries are available from BT Shops.

Battery/old BT In Touch Pendant disposal

Do not immerse the batteries in water. Do not throw the batteries or the old BT In Touch Pendant into fire, or dispose of them with ordinary domestic refuse.

Your batteries contain cadmium. Check your local regulations for special disposal instructions.

Damage liability

BT accepts no responsibility for damage caused to your BT In Touch 2000 User Phone or your BT In Touch 2000c Carer Phone by using any other batteries than the type recommended.

No display appears

The batteries may be discharged or the power supply may be disconnected. Check the power is connected and switched on. If it is, you will need to replace the batteries.

Try resetting your phone. Follow the instructions in *'Returning the BT In Touch 2000 User Phone to its factory settings'* on page 43.

The display may be faulty.

Where do I get a new line extension socket?

Ring BT on **Free*fone* 0800 800 150** to talk to a BT engineer.

If there are no alert messages

You may not have subscribed to a Caller Display network service. If you have subscribed, check that the service has been activated (call your service provider).

Can I use an answering machine with either BT In Touch Phone?

An answering machine can be used in the normal way with your BT In Touch 2000 User or 2000c Carer Phone.

However, if your BT In Touch 2000c Carer Phone receives an emergency call which is taken by your answering machine, the emergency message will be recorded and the

BT In Touch 2000 User Phone will continue to dial the next emergency contact number.

Someone else is using the telephone line in the User's home in the event of an emergency

If the User presses the **Emergency** button (phone or Pendant) but another person is already using the telephone line, the BT In Touch 2000 User Phone will announce over the loudspeaker and down the telephone line *"Emergency call. Please hang up now".*

The BT In Touch 2000 User Phone will then wait a few seconds and attempt to start the emergency sequence. If the person on the telephone line has failed to hang up, the BT In Touch 2000 User Phone will replay the message *"Emergency call. Please hang up now".*

The BT In Touch 2000 User Phone will continue to do this until the telephone line is clear and the emergency sequence has begun.

What happens when the emergency call is taken by a fax, answer machine, a busy tone or someone receives the call but does not know the 3-digit code?

If an emergency call sequence begins and the call is picked-up but the emergency code (**555**) is *not* entered within 1 minute, the BT In Touch 2000 User Phone will dial the next emergency contact number. The BT In Touch 2000 User Phone will continue to do this until a Carer has entered the emergency code (**555**) or the User ends the sequence by pressing *and holding down* the **Cancel** button for longer than 2 seconds.

What happens when I return home to a missed emergency call?

If you have missed an emergency call, then the emergency light on your BT In Touch 2000c Carer Phone will be flashing and beeping.

You may wish to ring round the other Carer contact numbers to establish who took control of the emergency - the BT In Touch 2000 User Phone would have continued the emergency sequence until the emergency code (**555**) was entered.

If no-one has entered the 3-digit code, the BT In Touch 2000 User Phone will continue the emergency sequence and you may shortly receive a new emergency call.

Help and advice

My BT In Touch Pendant does not work

Check that you have successfully registered the BT In Touch Pendant and that your BT In Touch 2000 User Phone is properly installed with mains power, batteries and the telephone line is connected to the phone socket.

Check that the BT In Touch Pendant batteries are not low or dead - you may have to replace the BT In Touch Pendant (see next point).

The BT In Touch Pendant may not work in the particular place you are trying to use it. This may be because:

- You are too far from the BT In Touch 2000 User Phone - the maximum range in a clear line of sight, that is with no obstructions, is 50m.

- Another radio device near your home is interfering with your BT In Touch Pendant. For example a fire station very close to your home.

- Something is blocking the radio signal, such as unusually thick walls or garden obstructions like a shed or tree.

The BT In Touch Pendant batteries need replacing

If you see the 'battery low' indication on your BT In Touch Pendant (a triple flash when the Pendant button is pressed), then it is time to replace it. The batteries cannot be replaced, as the BT In Touch Pendant is a sealed unit. You will need to ring the BT In Touch Product Helpline on 0845 6011 406 or BT on **Free*fone* 0800 800 150** to order a new BT In Touch Pendant.

Where do I get a replacement/ additional BT In Touch Pendant?

Ring the BT In Touch Product Helpline on 0845 6011 406 or BT on **Free*fone* 0800 800 150** to order a new or additional BT In Touch Pendant.

My BT In Touch 2000c Carer Phone does not recognise when an emergency call has been made

BT In Touch relies on a Caller Display service. Check that you have successfully subscribed to a Caller Display network service, or that your network service provider has Caller Display and that they have successfully installed Caller Display onto your telephone line. Not all network service providers offer this service.

Also check that the Quickdial memories have been given emergency status on both the BT In Touch 2000 User Phone and 2000c Carer Phone.

To find out more about BT Select Services including Caller Display, ring BT on **Free*fone* 0800** 800 150**.

Number withheld

Any telephone number used for either the User or Carer in an emergency should not be a 'number withheld'.

After mains power loss

When the mains power comes back on all your Quickdial memory numbers and their emergency status will be kept.

Technical specification

for the complete BT In Touch 2000 package

BT In Touch Pendant

Radio frequency 173MHz
Transmitted power ....Less than 10mW
Range ....50 metres free-field

Important note: The range can be greatly reduced where conditions are not ideal, (i.e. in certain buildings or near bodies of water, etc).

Battery life..Up to 5 years (based on 2 presses a day)
Waterproofing standard.............................IP67
Dimensions ....38mm x 15mm (Width x Depth)
Weight..14g
Approvals...SRDGB

BT In Touch 2000 User Phone

Radio frequency and bandwidth................173MHz, 25kHz
Power supply 12V, 300mA
Batteries..6 x AA Alkaline
Standby power ....7 hours
Signalling...Tone
Recall key function ....Timed Break Recall
Handsfree ....Enhanced Quality Voice Channel (can be switched into simplex mode)
Hearing aid compatibility ....Yes
Caller Display ....Caller Display and Caller Display/Call Waiting
Operating modes ....Carer

Carer + Careline

Careline

Careline Holiday

Permitted ambient conditions....................0°C to 55°C
Permitted storage temperature..................-10°C to +60°C
Dimensions ....197mm x 225mm x 82mm (152mm with base mount) (Width x Depth x Height)
Weight..1150g (with base mount)
REN 1.0

BT In Touch 2000c Carer Phone

Power supply 12V,300mA
Batteries...6 x AA Alkaline
Standby power ....7 hours
Signalling..Tone
Recall key function ....Timed Break Recall
Handsfree ....Enhanced Quality Voice Channel (can be switched into simplex mode)
Hearing aid compatibility ....Yes
Caller Display ....Caller Display and Caller Display/Call Waiting
Operating modes ....Carer
                                        Carer + Careline
Permitted ambient conditions   0°C to 55°C
Permitted storage temperature..................-10°C to +60°C
Dimensions ....197mm x 225mm x 82mm (152mm with base mount) (Width x Depth x Height)
Weight...1150g (with base mount)
REN 1.0

Where to go for more information

BT In Touch Product Helpline
If you are experiencing difficulties with any element of your BT In Touch 2000 package and the user guide has not been able to help, call the BT In Touch Product Helpline on **0845 6011 406**.

Your conversation may be recorded for training and quality assurance purposes.

BT Age & Disability
If you would like to talk to someone about the products and services BT provides for disabled customers, call BT Age & Disability on **Free*fone 0800* 800 150**.

Age Concern
For further information on issues that affect the elderly, call Age Concern on **0800 00 99 66**.

Aid Call Healthcare Communications
For further information on one of the UK's largest careline service providers, call **0800 77 22 66**.

Carers National Association
For information and advice on caring, call the Carers National Association on **0345 573 369**.

NHS Direct
NHS Direct is a 24 - hour nurse led confidential helpline, providing advice and information on what to do if you are feeling ill or simply have health related questions. NHS Direct is operational 24 hours a day in many areas of England and will be available to everyone from the year 2000. Call **0845 4647**.

Calls are charged at local rates.

Patient's Association
For further information on patient issues, call the Patient's Association on **0181 423 9111**.

The Princess Royal Trust for Carers
The Princess Royal Trust for Carers offers carers information and practical support via it's 86 UK wide Carer Centres. For details of your nearest centre or help with caring issues contact **0171 480 7788** or visit **www.carers.org**.

Information on carelines

Different careline service providers offer differing levels of service. Some providers will be in your local area while others will offer a consistent level of service across the whole country. For more information, you should contact one of the following:

The Princess Royal Trust for Carers
0171 480 7788

Carers National Association
0345 573 369

The UK Association of Carelines
01634 304 200

Age Concern
0800 00 99 66

Your local doctor

Tel no.:...

Your local Citizens Advice Bureau

Tel no.:...

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Offices worldwide